



*Spec-Trans  
Rider's Guide  
May 2018*



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

Spec-Trans is a system of public transportation providing demand responsive service for certified mobility-impaired citizens of Amarillo who cannot physically use accessible Fixed Route buses. 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. 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 9.

## **What Holidays Are Observed?**

Spec-Trans does not operate on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

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

Spec-Trans will provide service to eligible individuals with trip origins and destinations beyond the ¾ mile from the fixed-route bus service west of Lakeside Drive. Service is provided from 6:15 a.m to 7:00 p.m Monday through Saturday.

## **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?**

The application must be filled out legibly and completely. The release of information form must be filled out and signed by the passenger. The physicians form must be completed by a doctor, licensed health care provider, or licensed social caregiver familiar with your disability.

Once you have a completed application you may call the office, 806 378-3095, and setup a time to bring in the application and have an interview. Mailed, E-Mailed or Faxed applications will not be accepted. If you need a ride it can be provided too you free of charge both to and from ACT offices at 801 E 23rd Ave. You will receive a determination letter within 21 business days.

## **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.

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-** Individual cannot independently use accessible fixed route transit due to a disability either some or all of the time.

The first category of eligibility includes those persons who are unable to fully use accessible fixed route bus services. Included in this category is: "Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), without the assistance of another individual (except the operator of a wheelchair lift or vehicle on the system which is readily accessible to and usable by individuals with disabilities." [Section 37.123(e)(1) of the ADA regulations] This applies to an individual, who cannot independently negotiate the fixed route bus system (board, ride or disembark from a bus).

**Category 2-** The fixed route vehicles the passenger needs to use are not accessible and/or the lift cannot be deployed at needed stops.

The second category of eligibility includes:

"Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible and usable by individuals with disabilities if the individual wants to travel on a route of the system during hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route." [Section 37.123(e)(2) of the ADA regulations]

This also applies to any individual who would be able to use the fixed route bus system if an accessible vehicle were available, or for an individual who wants to use a designated station/stop, but the lift cannot be deployed or would be damaged if deployed or temporary conditions render a designated stop unsafe for use by passengers.

**Category 3-** Individual's specific impairment related condition prevents him/her from getting to or from the fixed route transit system.

The third category of ADA paratransit eligibility includes:

"Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system." [Section 37.123(e)(3) of the ADA regulations].

This applies to an individual who, because of his/her disability, cannot access a bus stop or a rail station to board the fixed route bus system and cannot access his/her final destination after disembarking from a fixed route bus.

### **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 30 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/Late Cancellation Policy

Amarillo City Transit (ACT) will use the following guidelines concerning No-Shows and Late cancellations:

A no-show occurs when you fail to board the bus within five (5) minutes of the arrival time of the bus.

ACT operators will not wait any longer than five (5) minutes from the arrival time for passengers to board the bus. If the bus arrives within the twenty five (25) minute window the passenger must board within five (5) minutes of arrival.

Passengers who take eight (8) trips or more per month will be subject to the no-show policy. If a passenger has eight (8) or more trips in a month and no-shows twenty five (25) percent of those trips, then no-show penalties will apply. For example, if a passenger books 16 trips in one month and no- shows 4 of those trips without a valid reason, then penalties will apply. No-show penalties are progressive and are as follows:

Step	Percentage of Monthly trips over 8	Warning or Penalty
1	25%	Warning Letter
2	25%	7 day Suspension
3	25%	14 day Suspension
4	25%	30 Day Suspension

Calculation of penalties will be based upon a rolling 12 month period beginning with the first violation. For example, if the first violation occurs in March then penalties will continue until March of the next year.

Passengers or their associates may not ask operators to delay the five (5) minute interval under any circumstances; this is to assure the timely pick- up and transportation of all ACT passengers. ACT will not hold or otherwise detain the bus because a passenger is late for a scheduled pick- up. The dispatcher may provide information to the operator and facilitate communication via phone and radio between the client and the operator. However, it will be at the operator's discretion as to when to depart and declare a trip as a no- show.

Late Cancellations - A trip cancelled from two (2) hours up until the scheduled pickup time will be recorded as a late cancellation. Three (3) or more late cancellations in a month will count as one (1) no-show. A trip cancelled two (2) hours or more before the scheduled time will be recorded as an advance cancellation, and will not be penalized. You may cancel your trip at

anytime day or night by calling 378-3095 (you may leave a message on our voicemail system before 5:00 am or after 7:00 pm).

If you fail to cancel your ride within two (2) hours prior to your scheduled 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 you will be given a no-show.

No-show or late cancellations that are beyond a passenger's control, such as a doctor appointment taking longer than anticipated, will be excused. Any no-show caused by ACT errors will not count towards total no-shows. (See Appeals Process on page 17).

All trips scheduled after the no-show will not automatically be cancelled. Passengers are required to cancel all trips they do not intend to take.

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.

If a passenger develops a pattern or practice of repeat no-shows, The Spec-Trans Operations Supervisor will contact the passenger to make sure they understand how to use Spec-Trans.

### **WHAT CAN I DO TO REDUCE MY NO-SHOWS?**

Reducing no-shows on Spec-Trans requires actions by riders as well as ACT.

- Confirm the beginning and end of the pickup window and the amount of time the vehicle will wait for you when you call to book your trip.
- Call to cancel, as soon as possible, if you won't be taking a trip.
- Be ready and watching for vehicles during the full on-time pickup window.
- When booking your trips, provide detailed pickup instructions (side or rear door, and so on) for large facilities, for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance.
- Provide all telephone numbers, including at each destination, and confirm they have been correctly recorded by the dispatcher.
- If you are a subscription rider, call to inform ACT of any changes in your plans, such as a vacation or other absence. Telling a driver is not sufficient.

If you need additional assistance with cancelling your trips, please call ACT dispatch at 806 378 3095.

### **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 and early pick-ups are not allowed.**

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.**

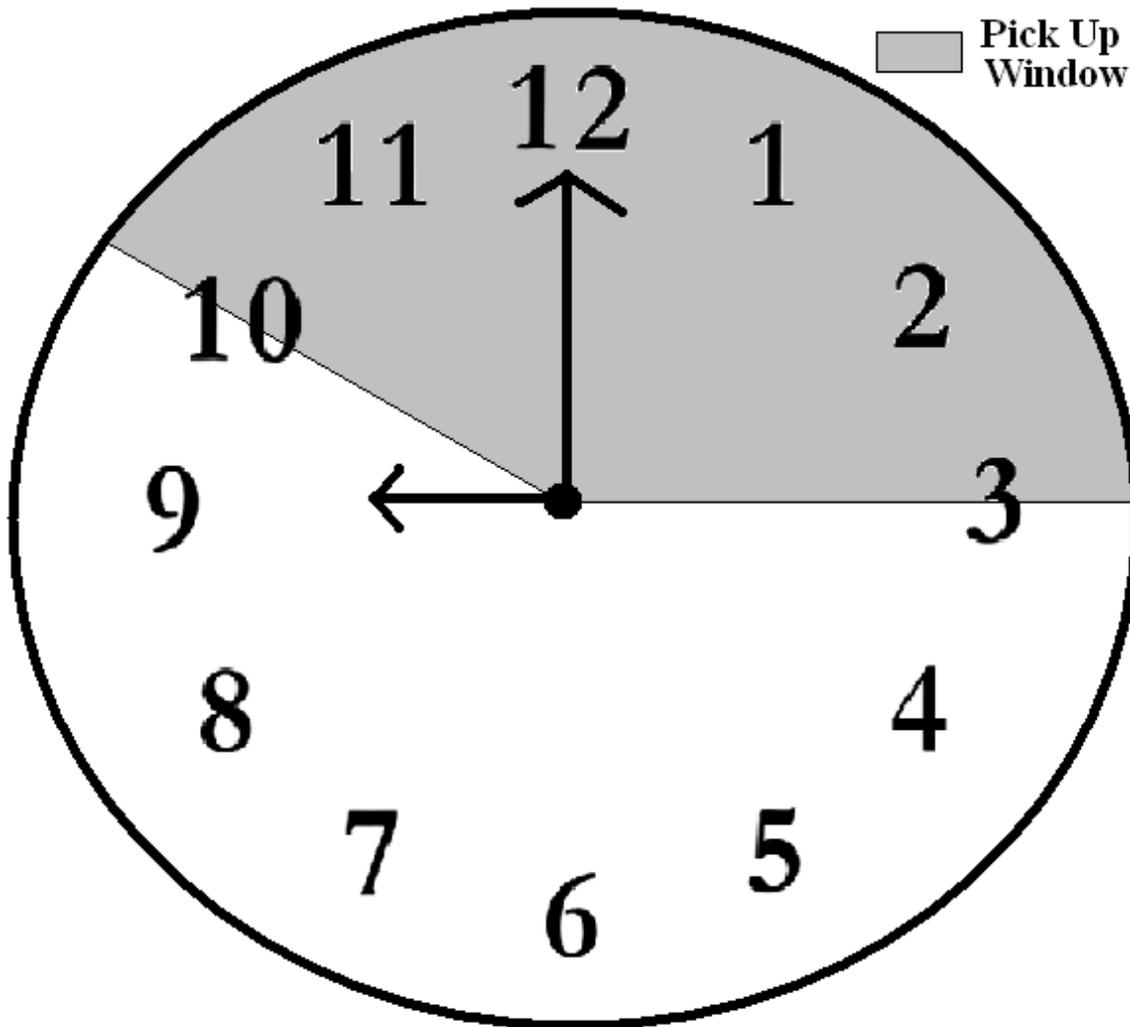
**Please remember that all trips are scheduled on a  
first come first served basis.**

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 a passenger has a scheduled appointment, please notify the dispatcher. The dispatchers will offer a pick-up window based on – how many passengers will be on the vehicle and their destinations. If a passenger insists on a different pick-up window, the passenger may not reach an appointment on time. Spec-Trans is a shared ride, consequently passengers may not specify a pick-up and a drop-off time.

**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 pick-up a passenger early, 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 7. 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 23rd 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 23rd 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**

Any person who believes that he or she has been discriminated against by any member of Amarillo City Transit covered by the ADA, may file a complaint by completing and submitting ACT's ADA complaint form. ACT investigates complaints received no more than 90 business days after the alleged incident. The complaint form and procedure to file a complaint are available on the COA website at [www.amarillo.gov](http://www.amarillo.gov).

The complaint must contain, but not limited to, the following information:

- a. Name, address and telephone number of complainant
- b. The basis of the complaint (race, color, national origin)
- c. The date or dates on which the alleged discriminatory event or events occurred
- d. Statement detailing the facts and circumstances of the alleged discrimination
- e. Names, addresses, and telephone numbers of persons who may have knowledge of the event
- f. Other agencies or courts where a complaint may have been filed with contact name and telephone number
- g. Complainant's signature and date

All complaints can be mailed or faxed to the following:

Amarillo City Transit (ACT)

P.O. Box 1971

Amarillo Texas 79105

Attention: Transit Director

(806) 378-6842 (phone)

(806) 378-6846 (fax)

Once the complaint is received, ACT staff will review the complaint and an acknowledgement letter will be sent out within 72 hours informing him/her of our plan of action. The Transit Department's investigation will include a review of the security camera audio and video and interviews from the complainant and other applicable witnesses – including ACT staff members.

ACT has 14 business days to investigate the complaint. If more information is needed to resolve the complaint, ACT may contact the complainant. The complainant has 30 business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, ACT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be sent to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that after completion of the investigation there was not sufficient information to determine an ADA violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether additional training for ACT staff or other action will occur according to the City of Amarillo's progressive disciplinary action guidelines.

If the complainant wishes to appeal the decision, he/she has 30 days after the date of the letter or the LOF to appeal to the Deputy City Manager who will respond to the appeal within 30 business days from receipt of the request.

Submit written appeals to:

City of Amarillo  
Amarillo City Transit (ACT)  
P.O. Box 1971  
Amarillo Texas 79105  
Attn: Deputy City Manager

If the response from the Deputy City Manager is not satisfactory, he/she may then appeal the decision to the final level of appeal – the City Manager. The City Manager will respond to the appeal within 30 business days from receipt of the request.

Submit written appeals to:                   City of Amarillo  
  P.O. Box 1971  
  Amarillo Texas 79105  
  Attention: City Manager

Should you have any questions regarding the appeal procedure, please feel free to contact the Transit Director at 806-378-6842 or 806-372-6234, TDD. A person may also file a complaint directly with any of the following agencies: the Federal Transit Administration (FTA) Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590, FTA Region 6 office 819 Taylor Street, Room 14A02 FT. Worth, TX 76102

### **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:

1. Amarillo City Director
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. You may submit your appeal as follows:

Transit Manager, at 806-378-6842 (TTY 806-372-6234)

Or e-mail your appeal to [Marita.Wellage-Reiley@Amarillo.gov](mailto:Marita.Wellage-Reiley@Amarillo.gov)

You may submit your request in person and visit the administrative offices at 801 SE 23rd 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: Transit Manager

Please notify the Transit Director 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 two (2) 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 receive 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 two 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 7. 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 7.

### **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 two (2) 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 and must be accompanied by an adult who is 18 years old or older

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 **Error! Bookmark not defined.** 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.

The placement of large items such as strollers or grocery carts is permitted in a flip seat location only if riders who use wheelchairs or other mobility devices do not need to use those areas.

#### **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 perform all tasks that are beyond the driver's boundaries but are necessary for the passenger to complete their trip.

**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 one guest 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.

**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 21](#).

### **Mobility Devices**

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. If a wheelchair and its user are over the weight that can be safely accommodated by the lift, the driver will give the user the opportunity to board, using the lift, separately from the wheelchair. ACT is committed to getting passengers safely on the bus. Wheelchairs may not block an aisle or interfere with the safe evacuation of passengers in an emergency.

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.

### **Disruptive Behavior – Suspension of Service**

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. Spec-Trans is a shared

ride. No passenger will be allowed to engage in behaviors that disrupt service. A Spec-Trans passenger may appeal a revocation of riding privileges – the Appeals Process is on page 17.

## **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**

Transit Manager: **806-378-6842**  
E-Mail: Transit.Manager@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
C.O.R.D	806-376-8715

### **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).

If you need information regarding how to file an ADA complaint, you can find that information at [WWW.amarillo.gov/transit](http://WWW.amarillo.gov/transit)

## **ADA Complaint Procedure**

Any person who believes that he or she has been discriminated against on the basis of disability, race, color or national origin by Amarillo City Transit (ACT) may file a Civil rights complaint by completing and submitting ACT's Civil rights complaint form. ACT investigates complaints received no more than 180 business days after the alleged incident.

The complaint must contain, but not limited to, the following information:

- a. Name, address and telephone number of complainant
- b. The basis of the complaint (race, color, national origin)
- c. The date or dates on which the alleged discriminatory event or events occurred
- d. Statement detailing the facts and circumstances of the alleged discrimination
- e. Names, addresses, and telephone numbers of persons who may have knowledge of the event
- f. Other agencies or courts where a complaint may have been filed with contact name and telephone number
- g. Complainant's signature and date

All complaints can be mailed or faxed to the following:

Amarillo City Transit (ACT)

P.O. Box 1971

Amarillo Texas 79105

Attention: Transit Manager

(806) 378-6842 (phone)

(806) 378-6846 (fax)

Once the complaint is received, ACT staff will review it to determine if ACT has jurisdiction. The complainant will receive an acknowledgement letter within 180 days informing him/her whether the complaint will be investigated by ACT. The Transit Department's investigation will include a review of the security camera audio and video and interviews from the complaint and other applicable witnesses – including ACT staff members.

ACT has 60 business days to investigate the complaint. If more information is needed to resolve the complaint, ACT may contact the complainant. The complainant has 30 business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, ACT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be sent to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether additional training for ACT staff or other action will occur according to the City of Amarillo's progressive disciplinary action guidelines.

If the complainant wishes to appeal the decision, he/she has 30 days after the date of the letter or the LOF to appeal to the Deputy City Manager who will respond to the appeal within 30 business days from receipt of the request.

Submit written appeals to:                   City of Amarillo  
  Amarillo City Transit (ACT)  
  P.O. Box 1971  
  Amarillo Texas 79105  
  Attn: Deputy City Manager

If the response from the Deputy City Manager is not satisfactory, he/she may then appeal the decision to the final level of appeal – the City Manager. The City Manager will respond to the appeal within 30 business days from receipt of the request.

Submit written appeals to:                   City of Amarillo  
  P.O. Box 1971  
  Amarillo Texas 79105  
  Attention: City Manager

Should you have any questions regarding the appeal procedure, please feel free to contact the Transit Manager at 806-378-6842 or 806-372-6234, TDD. A person may also file a complaint directly with any of the following agencies: the Federal Transit Administration (FTA) Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590, FTA Region 6 office 819 Taylor Street, Room 14A02 FT. Worth, TX 76102

**ACT Comment Form - Please Print**

**Type of Comment:**

Compliment\_\_\_\_Suggestion\_\_\_\_Complaint\_\_\_\_Other\_\_\_\_\_ ADA Related? Yes or No

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

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

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

E-Mail:\_\_\_\_\_

**Accessible Format Requirements:**

Large Print\_\_\_\_ TDD/Relay\_\_\_\_ Audio Recording\_\_\_\_ Other:\_\_\_\_\_

**Comment Details**

Transit Service - Fixed Route\_\_\_\_\_ Spec-Trans\_\_\_\_\_

Date of Occurrence:\_\_\_\_\_ Time of Occurrence:\_\_\_\_\_

Name of Employee or Others Involved:\_\_\_\_\_

Route Number:\_\_\_\_\_

Direction of Travel\_\_\_\_\_

Location of Incident:\_\_\_\_\_

Mobility Aid Used:\_\_\_\_\_

If above information is unknown, please provide other descriptive information to help identify the employee:\_\_\_\_\_

Description of Incident:\_\_\_\_\_

\_\_\_\_\_

**Follow-Up**

May we contact you if we need additional details or information? Yes or No

What is the best way to reach you? (Select One)

Phone\_\_\_\_\_ E-Mail\_\_\_\_\_

Mail\_\_\_\_\_

If a phone call is preferred, what is the best day and time to reach you? Day\_\_\_\_\_ Time\_\_\_\_\_

**Transit Department Response**

Response sent on\_\_\_\_\_ Name/Title\_\_\_\_\_