

**Amarillo City Transit
Americans with Disabilities Act (ADA)
Compliance Plan**



August 2019

Adopted by ACPD Board August 1, 2019

Background

In 1996, Department of Transportation (DOT) amended the Americans with Disabilities Act (ADA) regulations to eliminate the requirement for annual updates to compliance complementary paratransit plans.

Amarillo City Transit (ACT) continues to update its plan for internal planning purposes to document Americans with Disabilities Act and Civil Rights compliance. The DOT kept a provision of ongoing participation in the continued development and assessment of services provided to individuals with disabilities.

A transit agency must have ways to obtain feedback from the disability community on its paratransit service. The law requires transit agencies receiving § 5307 urbanized area formula grants to certify that they have “a locally developed process to solicit and consider public comment before raising a fare or implementing a major reduction of public transportation service. Transit agencies must also comply with Title VI of the Civil Rights Act.

Amarillo City Transit functions as a Department of the City under the direction of the Assistant City Manager for Community Services and the Amarillo City Council. Operations are funded through the City General Fund and grants from the Texas Department of Transportation (TxDOT) as well as the Federal Transit Administration (FTA).

The 2000 U.S. Census estimated population for the City of Amarillo was 173,681. The 2010 U.S. Census population estimated the COA population at 190,695 individuals, a 9.80 percent increase. While the number of individuals age 65 and above increased from 21,902 to 22,845, a 4.31 percent increase, individuals with disabilities account for 22,372 or 11.73 percent of the population.

Amarillo will soon cross the 200,000-person threshold (likely at the 2020 census), meaning that ACT will receive federal allocations through its MPO rather than through the State. This change could reduce the amount of funding available for public transit. ACT will be preparing contingency plans.

ACT owns 30 lift equipped transit buses. Sixteen are used on fixed routes and a maximum of nine vehicles are used to provide Spec Trans service. The remainder will be spare buses. Since ACT operates less than 50 peak vehicles it may be possible for ACT to remain under the current funding model through the State.

Plan Development & Public Involvement Process

Ongoing public participation is achieved through the Advisory Committee for People with Disabilities (ACPD) a five member Board of the City of Amarillo. The committee created by City Ordinance (No. 7519, § 13, 3-17-15) meets on the first Thursday in October, December, February, April, June and August. The committee powers and duties include:

- Compile statistical data relating to people with disabilities in Amarillo.
- Promote the elimination of architectural and mechanical barriers to people with disabilities in public and private accommodations and transportation.
- Review State and Federal legislation relating to people with disabilities.
- Advise the City Council of its studies and recommendations. Such studies shall contain a fiscal note advising the City Council of the anticipated costs and impact upon the public and private sectors of executing the recommendations.
- Develop a local network of people to work on issues of importance to people with disabilities.
- Promote local understanding of the implementation of the Americans with Disabilities Act.
- Provide recognition and award programming.
- Promote employment of people with disabilities.
- Other powers, duties, exceptions, privileges, and immunities accorded by applicable law and any assignments or delegations by the City to this board.

ACT plans and policy revisions are placed on the COA website for public viewing and are presented to the Advisory Committee for People with Disabilities (ACPD). This board meeting presents the opportunity for patrons to come in and make comments about any changes that may affect their transit needs.

ACT conducted an extensive public outreach as part of the 2016/17 Transit Master Plan development including:

- 206 Fixed Route Rider Surveys
- 70 Spec Trans Rider Surveys
- 12 Non-Rider Electronic Surveys
- 7 Community Meetings
- 7 Stakeholder Focus Groups

- Coordinate distribution of information through each college and university's communication and marketing departments and student government associations
- Local newspapers and local TV stations KCAV, KMAR, KVII, KFDD, KCIT.
- Direct mailings to Seniors and flyers posted at agencies and three Senior Centers.
- Distribute directly through healthcare agencies and social service agencies - provide flyers for posting or desired number of flyers for distribution at large churches, Salvation Army, Amarillo Department of Public Health, J. O. Wyatt Community Center and Clinic, Wesley Community Center, Heal the City Clinic, North West Texas Hospital Woman and Child Clinic, and City of Amarillo Department of Community Development Housing Program.
- Posting flyers at the 118 neighborhood convenient stores.
- ListServes and Electronic Mailing Lists - United Way 600-person Listserv and Alamo Area Foundation Listserv. E-Mail Distribution Lists of City of Amarillo Departments of Community Development, Amarillo Public Health Department, Catholic Charities, and Workforce Solutions.
- Mail to or post informational flyers on Spec-Trans buses.
- Provide information to The Agape Center and Texas Panhandle 2-1-1 United Way Helpline representatives to share information.

Amarillo City Transit conducted a series of meetings to discuss a proposed increase in Transit Fares. ACT also welcomed comments and concerns regarding the service change proposal. ACT offered free bus trips home after the September 18 meeting since it was beyond the time regular service was operating. The meetings were held as follows:

- Saturday, September 15, 12:15 p.m. to 2:00 p.m.
Southwest Amarillo Public Library
6801 W. 45th Ave.
Located on Route 43
- Monday, September 17, 3:30 p.m. to 5:00 p.m.
Downtown Amarillo Public Library
413 E. 4th Ave., Room AB
Two blocks from Transit Station
- Tuesday, September 18, 4:30 p.m. to 6:00 p.m.
North Branch Library
1500 N.E. 24th Ave.
Located on Route 22, at N.E. 24th Avenue and Mirror Street

- Wednesday, September 19, 12:00 p.m. to 1:30 p.m.
Downtown Amarillo Public Library
413 E. 4th Ave., Room AB
Two blocks from Transit Station

A formal public hearing was held by City Council on October 16, 2018. Amarillo City Council accepted the report and adopted the finding and recommendations. Additional public meetings will be held in July and June of 2019 to approve the ordinance required when changing fares.

Fixed Route Bus System

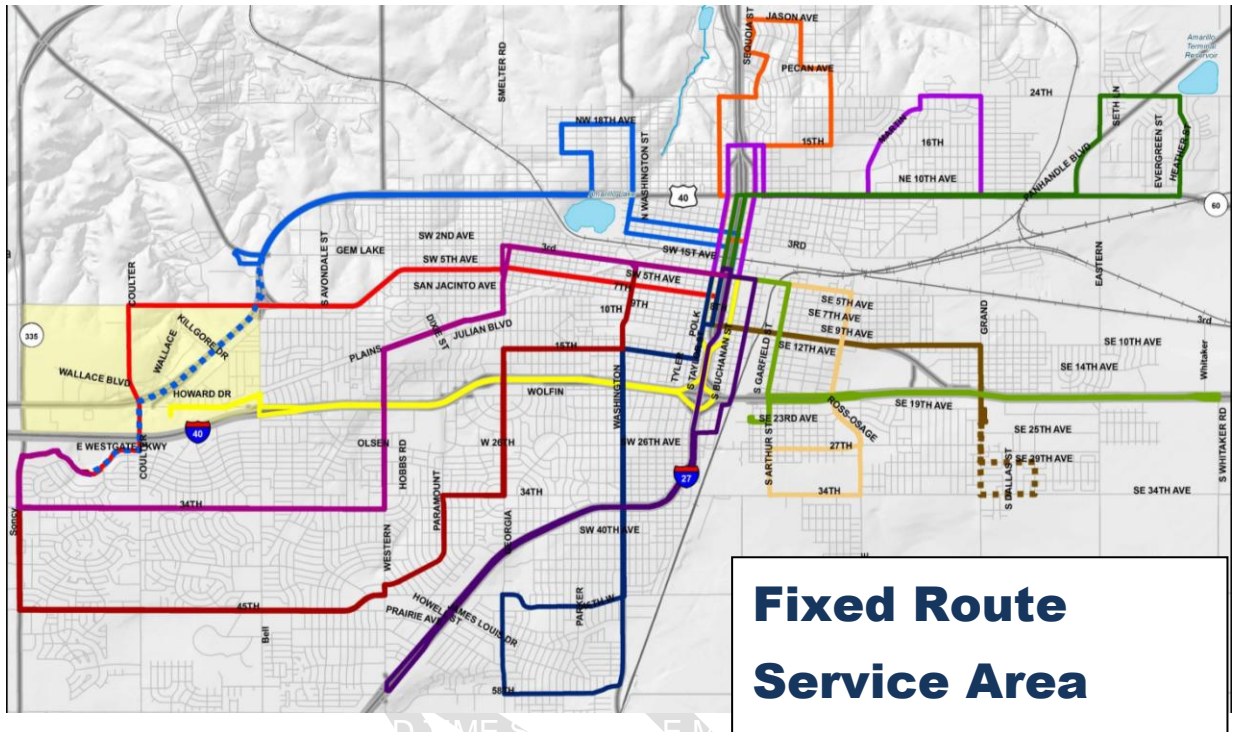
In June 1987 the City of Amarillo adopted a plan that defined the service area as the City Limits west of Lakeside Drive and east of Loop 335. No specific north/south boundaries were defined except for the “City Limits”. As the city has grown the service area has grown but the area served by fixed route buses has not.

The Amarillo City Transit (ACT) is the City of Amarillo’s (COA) public transit operation. ACT operates twelve (12) fixed-routes and one Flex Route in the Hospital District (Exhibit 1).

Public transportation services are operated Monday thru Saturday from 6:00 AM to 7:00 PM. No transit service is provided on Sundays or on COA following holidays: New Years’ Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. ACT operates a Saturday schedule on Martin Luther King Day, Veterans Day, the Friday after Thanksgiving and Christmas Eve.

The current fare structure is as followed:

- Adult – \$.75
- Children (ages 6-12) – \$.60
- Children under 6 with paying adult – Free
- Student (Middle/High school with ACT I.D. card) – \$.60
- Senior Citizens 65 and older (With Medicare and City Transit I.D. card Only) – \$.35
- Medicare Card Holder – \$.35
- People with Disabilities (with ACT I.D. card) – \$.35



Paratransit Service

Demand

ACT provides paratransit service Spec-Trans continues to see steady growth. FY14 and FY15 ACT saw significant growth due to more community agencies utilizing the services. The following information provided below shows a continual increase in the demand for Spec-Trans services.

Spec Trans Passenger Count Percent Growth

Year	Passenger Count	Rate
FY12	36,763	
FY13	39,764	8.50%
FY14	40,290	1.50%
FY15	44,587	10.50%
FY16	47,372	5.80%
FY17	50,214	6.00%
FY18	54,163	7.95%

Spec Trans

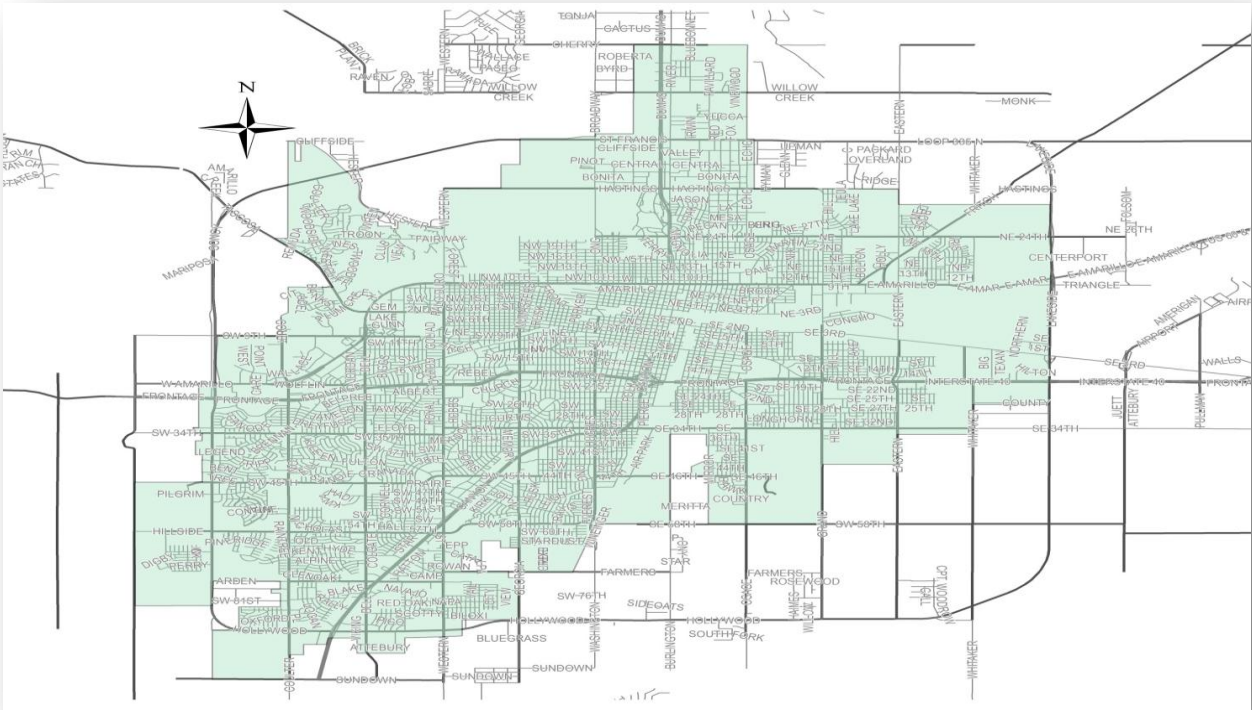
Spec-Trans is the ACT complementary paratransit required by the the American's with Disabilities Act (ADA) for public transportation operations that provide fixed route transportation. Spec-Trans service is intended to provide service comparable to fixed route and in the following areas:

- Service Area Requirement
- Hours and Days of Service Requirement
- Trip Reservations and Response Time
- Fares
- Trip Purpose Regulation
- Capacity Constraints
- Subscription Service
- Visitor Policy
- No Show
- Appeal Process
- Eligibility Screening Process

Service Area

In 1986 prior to the adoption of the American's with Disabilities Act (ADA) transit agencies receiving federal funding were required to develop plans to provide service to seniors citizen and people with disabilities. The Spec Trans service area was adopted by the City as part of the January 24, 1992 **ADA COMPREHENSIVE PLAN FOR PEOPLE WITH DISABILITIES**. This service area exceeds the requirements of the ADA.

ADA services must be provided service to origins and destinations within 3/4 of a mile of a fixed route and the end of each fixed route. The ADA defines the core service area as the "area in which corridors with a width of three-fourths of a mile on each side of each fixed route merge together such that, with few and small exceptions, all origins and destinations within the area would be served". Trips provided outside the service area may be treated differently with respect to fares, service hours, reservations, and trip purpose criteria.



Spec-Trans Service Area map, illustrates the ADA-defined service area in Amarillo which is larger than the fixed route service area. Spec-Trans exceeds the ADA requirements since passengers can travel anywhere in the defined city limit.

Effective with the adoption of this Plan, the Spec Trans service area will be the defined as within $\frac{3}{4}$ mile on either side of a fixed route and $\frac{3}{4}$ mile at the end of the route as defined by the Americans with Disabilities Act.

Hours and Days of Service

Spec-Trans service must be available during the same hours and days as the fixed route service. The service is operated between 6:00 a.m. and 7:00 p.m. Monday through Saturday. No service is offered on scheduled holidays, the following holidays: New Years’ Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. A Saturday schedule is operated on the following holidays Martin Luther King Day, Veterans Day, the after Thanksgiving and Christmas Eve.; Spec-Trans meets this requirement.

Trip Reservations and Response Time

Spec-Trans is required to schedule and provide ADA paratransit service to any person in a manner equivalent to the fixed route service. That is, all requested trips must be scheduled and provided as long as they are occurring during the same times that the fixed route operates and the request is made the previous day. The law allows transit

systems to decide how far in advance reservations will be accepted, up to 14 days before travel.

Under the ADA's response time provision, Spec-Trans must allow users to make reservations during administrative office hours a day prior to a service day. Reservations do not have to be provided directly by a person. An answering machine or other technology is sufficient.

A pick-up window is an expanse of time during which a Spec-Trans vehicle can arrive and a rider has to be ready to take a trip. Spec-Trans is a shared ride service and the pick-up window allows other trips around the same time or going in the same direction to be scheduled together. Common pick-up windows are 20 or 30 minutes but the FTA will not allow pick-up windows greater than 30 minutes since individuals would be required to wait too long. The Spec-Trans pickup window is 0 - 25 minutes.

Spec-Trans is permitted to negotiate a rider's pick-up time as long as the trip is scheduled within an hour of the individual's desired time. Negotiations are subject to the rider's travel needs and should consider the rider's time constraints. For example, someone who works until 5:00 p.m. cannot be expected to leave work at 4:00 p.m.; an appropriate negotiated pick up time would be 5:00 to 6:00 p.m.

Any changes in the Spec-Trans reservation or response time's policies are subject to public participation requirements.

Reservations are taken from 8:00 a.m. to 5:00 p.m., Monday through Saturday, and up to seven days in advance. Reservations are accepted on Sunday from 8:00 a.m. to 5:00 p.m. using a telephone answering machine.

Spec-Trans negotiates pick-up times when necessary.

Spec-Trans is in compliance with this provision.

Fares

The ADA provisions say that Spec-Trans riders can be charged no more than twice the fixed route fare. Eligible riders must be permitted a personal care attendant (PCA) who rides at no charge. Traveling companions may ride on a space-available basis and are charged the full Spec-Trans fare.

The fixed route regular adult fare is \$0.75 with a free transfer. The Spec-Trans fare is \$1.50. ACT does not issue any type of Spec-Trans pass but prepaid tickets are available at the Transit Office, City Hall or by mail.

ACT is in compliance with the fare provisions of the ADA.

Future Changes

City Council adopted a Fare Study in October, 2018 which proposes to increase fare as follows:

Amarillo City Transit Fixed Route Cash Fares	
<i>Category</i>	<i>Amount</i>
Adult Over 18	\$ 1.00
Adult Unlimited Ride Day Pass	\$ 2.00
Senior/Disabled/Medicare/K-12 Student*	\$.50
Child under 6 years accompanied by Adult	Free

Amarillo City Transit Spec-Trans Cash Fares	
<i>Category</i>	<i>Amount</i>
Adult – Certified as Eligible Traveling inside the ADA Service Area	\$ 2.00
Child under 6 years accompanied by Adult	Free
Personal Care Attendant	Free
Accompanying Passenger over 6	\$ 2.00
Adult – Certified as Eligible with one origin or destination outside the ADA Service Area	\$ 4.00

Amarillo City Transit Prepaid Fares	
<i>Category</i>	<i>Amount</i>
Fixed Route Unlimited Ride Monthly	\$ 30.00
Spec-Trans 20 Single Ride Ticket Book	\$ 36.00

Final adoption of the new fares requires an ordinance change anticipated October, 1, 2019.

Trip Purpose

The ADA does not allow transit systems to impose reservation/scheduling restrictions or priorities based on trip purpose.

This is a straight forward provision. For example, Spec-Trans cannot prioritize a dialysis trip or work trip over a shopping trip. This provision does not apply to the reservation of subscription trips. Subscription trips have a standing reservation for a regularly scheduled trip at the same time, day, and destination. Subscription trips may be prioritized based upon trip purpose.

The Spec-Trans does not limit or restrict trip purpose.

Subscription Trips

The FTA recognizes that subscription service can benefit riders because they have to reserve their transportation less frequently. Subscription trips allow customers to reserve rides that occur on a regular basis without having to make a reservation each time. It is also a benefit to transit agencies since call volumes decline, decreasing the time need to take reservations. Subscription trips are permitted by the ADA but cannot total more than 50% of all trips provided during a given time of day if there are trip denials. Trip denials occur when service cannot be provided within one hour before or after a requested trip.

Spec-Trans subscription service is available, since no one is denied service. Eligible riders must make the same trip at least three times per week, at the same time and the same origin and destination. Riders must call at least four hours prior to their regularly scheduled trip to change or cancel. Passengers who do not use their subscription service for a period of 60 days will lose their reservations. If they need to resume subscription service, they must get on the waiting list.

Capacity Constraints

The ADA requires that transit providers provide a trip to an eligible individual when it is requested no later than the day before travel is desired. ACT cannot deny trips to ADA eligible riders.

Also, ACT may not limit the availability of ADA paratransit service to eligible individuals by any of the following actions:

- Restrictions on the number of trips an individual will be provided.
- Creation of waiting lists for access to the service.
- Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. Such patterns or practices include, but are not limited to:

- Substantial numbers of significantly untimely pickups for initial or return trips;
- Substantial numbers of trip denials or missed trips;
- Substantial numbers of trips with excessive trip lengths.

Other actions that hinder the ability of applicants or users to access service or that denigrate the quality of service also violate this provision. Operation issues beyond the control of the transit provider are not the basis for determining a pattern or practice of denying service for example, weather events.

Spec –Tran has no capacity constraints. There are no limits on the number of trips someone can schedule and there are no waiting lists for trips.

On a quarterly basis the Operations Supervisor or designated supervisor will review data on the number of missed and late trips, ride times and trip denials to ensure compliance. There is no need to review this information more frequently unless a pattern of a capacity constraint is identified.

Visitor Policy

The ADA requires ACT to offer Spec-Trans service to all visitors who present one of the following documents to prove eligibility:

- Documentation from another transit agency of eligibility, such as a determination letter or ID card.
- A certification by the individual of non-Amarillo residency and a personal statement that they are unable to use fixed route transit when their disability is evident , such as in a wheelchair or use of other mobility device or prosthesis).
- A certification by the individual of non-Amarillo residency and if the disability is not evident (i.e. cardiac or developmental disability), a statement from a medical professional or service agency of a disability.

The law further requires service to a visitor be available for any combination of 21 days during any 365-day period beginning with the visitor’s first use of the service during such 365-day period. Amarillo residents who are eligible for Spec-Trans may take advantage of this when traveling to a location that offers fixed route bus service.

No-Show Policy

The ADA allows transit systems to establish policies that can limit a rider’s no-shows for service or late cancellations. A no-show is defined as when a rider does not arrive at the pick-up location within 5 minutes of the beginning of the pick-up window.

The purpose of the ACT No Show policy is to encourage good behavior and discourage riders from scheduling unwanted trips or not canceling in a timely manner. Late cancellations or no-shows beyond the control of the rider are not counted when establishing a pattern or practice of rider negligence.

Spec Trans bus operators will wait five (5) minutes from the arrival time for passengers to board the bus.

A no-show occurs when a passenger fails to board the bus within five (5) minutes of the arrival time of the bus within the on time window provided when a reservation is made. Customers are not charged with a no show if the vehicle arrives outside the pick-up time window.

A trip cancelled less than two (2) before 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 late cancel is equivalent to 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).

Passengers who take eight (8) trips or more per month are 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:

No Show / Late Cancellation Policy		
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 no show or cancel trip late and take fewer than 8 trips per month will be notified and reminded of the no show policy.

Individuals must be notified of violations in writing.

ADA Eligibility Determination Process

The ADA requires that each public entity establish a process for determining ADA paratransit eligibility. The basis of eligibility is specified by law, but the process used to make an eligibility determination is a local decision.

Eligibility is not simply a matter of whether or not a person has a disability but how the disability prevents accessing, boarding and riding independently of another person . Eligibility is based upon a functional determination of a person's inability to use the fixed route system.

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.

To determine eligibility Spec-Trans uses a self-certification application with a healthcare or licensed professional verification of a disability. Applicants are required to attend an interview conducted by the ACT staff as part of the eligibility determination process. Applicants bring a completed application with them to the interview. ACT provides transportation to the interview at no cost to the applicant.

A picture is taken for an identification card that is subsequently mailed along with ACT's formal determination letter. Eligibility extends for three (3) years from the date on the certification letter unless an applicant is determined to have a temporary disability. If an applicant is denied ACT is required to provide a letter detailing the reason for the denial.

The FTA requires that transit agencies make determinations of eligibility within 21 days of a receiving a complete application. The ACT process complies with this requirement.

Spec-Trans offers fixed route travel training to any applicant whether or not they are deemed eligible for Spec-Trans service.

Spec Trans Appeal Process

If applicants are denied Spec Trans service or determined to be Conditionally Eligible or are denied a Personal Care Attendant they may appeal the decision if they disagree. There are two (2) levels of appeal. An appeal must be filed within 60 days of the date of the determination letter. An appeal form (**Attachment A**) is provided with the determination letter and allows the appellant the opportunity to be heard in person or to submit additional documentations. Appellants will receive a response within thirty (30) days of receipt of the appeal.

The first level of appeal will be heard by the Transit Director. If the determination is upheld the second level of appeal is directed to the Advisory Committee for People with Disabilities (ACPD) and must be received within 60 days of the second denial.

Appellants may appeal in person or submit additional documents to the ACPD Committee which meets on the first Thursday of February, April, June, August and October and December.

Applicants may use the U.S mail or e-mail a copy of the appeal form to Marita.Wellage-Reiley@Amarillo.gov.

You may also submit your request in person by visiting the administrative offices at 801 SE 23rd Street. The Transit Department offices are located on Route 33 with a bus stop at the front door.

Mail to:

The City of Amarillo
Amarillo City Transit
P.O. Box 1971
Amarillo, Texas 79105

Attention: Transit Director

Please notify the Transit Director how you would like to be informed of the decision – a letter, an e-mail, or by phone and if you need an alternative format. 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 thirty (30) days. If the appeal determination is not made within 30 days of the completion of the appeal process, ACT will provide Spec Trans service from that time until and unless a decision to deny the appeal is issued. The Advisory Committee for People with Disabilities is the final level of appeal and their decision is final.

Other Demand Response Service Providers

An inventory of services provided by other agencies and organizations that may be used in whole or in part to meet the requirement of complementary paratransit service is required to be included in the ADA Complementary Paratransit Plan. At this time ACT does not work with other local agencies to assist with passenger transportation.

Other Service Providers

Name	Type of Service	Type of Client	Trip Purpose	Service Availability	Number of Vehicles
CORD Care	Non emergency Passenger Transportation	Elderly, Medicaid	Medical Appointments, Other	Varies by Day Based on Demand	5
Yellow Cab	General Passenger Transportation	Elderly, Students, General Passengers, Disabled,	Medical Appointments, Shopping, Social, Recreational, Other	24 Hours	1
Rapid Taxi	Taxi Service	Elderly, Students, General Passengers, Disabled	Medical Appointments, Shopping, Social, Recreational, Other	24 Hours	
Panhandle Transit	Rural Transportation Provider	Any passengers in need of transportation in rural areas.	Medical Appointments, Shopping, Social, Recreational, Other	Based on availability	Varies by Service Area

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 individuals with varying degrees of mobility

ACT will consider a reasonable modification to policies, practices, and procedures to ensure public transportation is operated in an accessible manner.

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.

It is ACT policy to work with customers to accommodate needed modifications during the eligibility determination process.

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)

Provide how you would like to receive a response (letter, email or other)and if you need an alternative format.

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.

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

Please send your written requests for Reasonable Modifications to:

Amarillo City Transit,
P.O. Box 1971

Amarillo, Texas 79105

Attention: Transit Director

Or Call 806-378-6842 or TTY through Texas Relay Services at 7-1-1.

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

Civil Rights Complaint Process

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 Title VI/ ADA complaint by completing and submitting ACT's Civil Rights Complaint Form, included in **Attachment B** in English, **Attachment C** in Spanish and **Attachment D** in Vietnamese. ACT investigates complaints received no more than 180 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.

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 it to determine if ACT has jurisdiction. The complainant will receive an acknowledgement letter within 10 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

Attachment A –ADA Eligibility Determination Appeal Form.

Please complete this form if you would like to appeal our determination regarding your eligibility for the Spec Trans service. Once completed, please return it to the address listed below. Completed forms must be postmarked within 60 days of the date of your eligibility determination letter.

Name: _____

Street address: _____

City: _____ State _____ Zip _____

Telephone number with area code: _____

Select one of the following:

_____ I choose to submit additional information for the Appeal Panel to consider, but do not want to appeal in person. (If you choose this option, please send all additional information you would like the Appeal Panel to consider along with this form. Please consider the information on the page attached to your letter of determination titled “Basis for the Determination” when preparing additional information.)

_____ I choose to appeal in person. (If you choose this option, we will contact you to schedule a mutually agreeable day and time for the appeal hearing. You may bring additional information to the hearing and can attend with others who are able to provide information on your behalf.)

Applicant signature: _____

Date: _____

Return completed form to:

Amarillo City Transit,
P.O. Box 1971
Amarillo, Texas 79105
Attention: Transit Director
Or Call 806-378-6842 (TTY 806-372-6234)

Attachment B – Civil Rights Complaint Form: English

(ACT) Title VI Complaint Form

If information is needed in another language, contact 806-378-6842.

Atención Sesión Pública Convocatoria Aviso 806-378-6842 Para Obtener Información – www.amarillo.gov

Nếu thông tin là cần thiết trong một ngôn ngữ khác, liên hệ 806-378-6842 – www.amarillo.gov

ACT is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of disability, race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 business days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact The Transit Director by calling at 806-378-6842. The completed form must be returned to:

Amarillo City Transit,
Attention: Transit Director
P.O. Box 1971
Amarillo, Texas 79105

Section I	
Your Name:	Home Phone:
Street Address:	Work Phone:
E-Mail Address:	City, State. & Zip Code:
Do you need this information in an accessible format? Large Print TDD Audio Tape Other _____	
Section II	
Are you filing this complaint on your own behalf: Yes* No	
*If you answered yes, go to Section III	
If no, please supply the name and relationship of the person for whom you are complaining: Name _____ Relationship _____	

Please explain why you have filed a complaint for a third party: _____

Please print and sign your name acknowledging that you have obtained permission to file this complaint on behalf of the third party

Printed Name _____ Signature _____

Section III

I believe the discrimination I experienced was based on (circle all that apply)

Race _____ Color _____ National Origin _____

Date of alleged discrimination (Month, Day, Year): _____

Explain what happened and why you believe that you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency? Circle the appropriate answer -
Yes No

Section V

Have you filed this complaint with any other Federal, State or local agency or with any Federal or State court? Circle the appropriate answer - Yes No

If yes, check all that apply:

[] Federal Agency: _____ [] State Agency: _____

[] Federal Court: _____ [] Local Agency: _____

[] State Court: _____

Please provide contact information at the agency/court where the complaint was filed:

Name _____ Title _____ Phone Number _____

Agency _____	Address _____
Section VI	
Name of agency complaint is against: _____	
Contact person: _____	Title: _____
Telephone Number: _____	

You may attach any written materials or other information that you think is relevant to your complaint. Signature and date required

Print your name

Sign your name

Date

Please submit this form in person to:
 Amarillo City Transit
 801 South East 23rd
 Amarillo, Texas 79102
 Route 33 stops at the front door

Mail this form to:
 City of Amarillo
 P.O. Box 1971
 Amarillo, Texas 79105

Date Received: _____
Received By: _____

Attachment C – Civil Rights Complaint Form: Spanish
(ACT) Formato de Queja con Respecto al Título VI

Si necesita recibir esta información en otro idioma, contacte al 806-378-6842.
(Especificando que necesita recibir esta oración en español y vietnamita debajo de la oración en inglés)

El ACT está comprometido con asegurarse de que ninguna persona quede excluida de participación o que se le nieguen los beneficios de sus servicios con base en la raza, color o nacionalidad, como se indica en el Título VI de la Ley de Derechos Civiles de 1964, en su enmienda. Las quejas con respecto al Título VI deberán ser presentadas en los 180 días siguientes a la fecha del presunto acto de discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si requiere cualquier tipo de asistencia para llenar este formato, por favor contacte al Administrador General llamando al 806-378-6842. El formato completo deberá ser enviado a:

Amarillo City Transit,
Attention: Transit Director
P.O. Box 1971
Amarillo, Texas 79105

Sección I	
Su Nombre:	Teléfono de casa:
Domicilio:	Teléfono del trabajo:
Dirección de correo electrónico:	Ciudad, Estado y Código Postal:
¿Necesita recibir esta información en un formato accesible?	
Fuente más grande TDD Cinta de audio Otro _____	
Sección II	
¿Está llenando esta forma a su propio nombre: Sí* No	
*Si su respuesta es sí, avance a la Sección III	
Si no, por favor proporcione el nombre y relación de la persona por quien está poniendo la queja:	
Nombre _____ Relación _____	

Por favor, explique por qué está presentando una queja para un tercero: _____

Por favor imprima y firme con su nombre aceptando que haya obtenido permiso para presentar esta queja en nombre de un tercero

Letra de Molde Nombre _____ Firma _____

Sección III

Creo que la discriminación que experimenté está basada en (marque todo lo que aplique)

Raza _____ Color _____ Nacionalidad _____

La fecha de la presunta discriminación (Mes, Día, Año): _____

Explique lo que ocurrió y por qué creyó que fue discriminado. Describa todas las personas que estuvieron involucradas. Incluya el nombre e información de contacto de la persona o personas que le discriminaron (si los conoce), así como los nombres e información de contacto de cualquier testigo. Si se requiere de más espacio, por favor use la parte posterior de este formato.

Sección IV

¿Había presentado alguna vez una queja con respecto al Título VI con esta agencia? Marque la respuesta apropiada - Sí No

Sección V

¿Ha presentado esta queja ante otra agencia Federal, Estatal o local o con alguna corte Estatal o Federal? Marque la respuesta apropiada - Sí No

Si la respuesta es sí, revise todas las que apliquen:

[] Agencia Federal: _____ [] Agencia Estatal: _____

[] Corte Federal: _____ [] Agencia Local: _____

[] Corte Estatal: _____

Por favor proporciona la información de la agencia/corte en donde la queja fue presentada:

Nombre _____ Título _____ Teléfono Nombre _____

Agencia _____	Dirección _____
Sección VI	
Nombre de la agencia en contra de la cual se presenta la queja: _____	
Persona de contacto: _____	Título: _____
Número telefónico: _____	

Puede agregar cualquier material escrito o cualquier otra información que piensa es relevante para su queja. Se requieren firma y fecha

Escriba su nombre	Firme con su nombre	Fecha
--------------------------	----------------------------	--------------

Por favor envíe este formato en persona a: Envíe este formato a:

Sistema de Tránsito de la Ciudad de Amarillo:

Amarillo City Transit
City of Amarillo
801 South East 23rd
Amarillo, Texas 79102

P.O. Box 1971
Amarillo, Texas 79105

La ruta 33 se detiene en la puerta delantera.

Fecha de Recepción: _____
Recibido por: _____

Attachment C – Civil Rights Complaint Form: Vietnamese

Mẫu đơn Khiếu Kiện về Điều VI (ACT)

Nếu cần thông tin bằng một ngôn ngữ khác, hãy gọi số 806-378-6842. (Tôi cần bản dịch câu này bằng tiếng Tây Ban Nha và tiếng Việt bên dưới câu tiếng Anh)

ACT cam kết bảo đảm không ai bị loại trừ hoặc bị từ chối các lợi ích về dịch vụ vì lí do chủng tộc, màu da hoặc nguồn gốc quốc gia, theo Điều VI luật Dân Quyền 1964 (sửa đổi). Khiếu kiện theo Điều VI cần được gửi trong vòng 180 ngày làm việc kể từ ngày xảy ra việc phân biệt đối xử.

Các thông tin sau đây là cần thiết để giúp chúng tôi giải quyết khiếu kiện của bạn. Nếu bạn cần bất kỳ sự giúp đỡ nào để điền mẫu đơn này, xin liên lạc với Giám Đốc Điều Hành tại số 806-378-6842 Mẫu đơn sau khi điền xong cần được gửi đến: Công Ty Vận Tải Nội Thành Amarillo

Người nhận Giám Đốc Điều Hành

P.O. Box 1971

Amarillo, Texas 79105

Phần I	
Tên:	Điện thoại nhà riêng:
Địa chỉ:	Điện thoại cơ quan:
Email:	Thành phố, Bang: Mã Zip:
Bạn cần thông tin này dưới dạng nào? Bản in lớn TDD Băng ghi âm Dạng khác _____	
Phần II	
Bạn điền đơn khiếu kiện này cho chính bản thân bạn: Có* Không	
*Nếu bạn trả lời Có, hãy đọc tiếp mục III	
Nếu không phải, hãy điền tên và quan hệ giữa bạn và người mà bạn viết đơn khiếu kiện cho họ: Tên _____ Quan hệ với người viết đơn _____	

Vui lòng giải thích vì sao bạn viết đơn giùm cho một bên thứ

ba:

Vui lòng in và ký tên để xác nhận rằng bạn được phép đại diện cho một bên thứ ba viết đơn khiếu kiện này:

Tên (Bằng chữ in) _____ Ký tên _____

Phần III

Tôi tin rằng sự phân biệt đối xử mà tôi đã phải chịu là do (khoanh tròn mục đúng)

Chủng tộc _____ Màu da _____ Nguồn Gốc Quốc Gia _____

Ngày tháng xảy ra việc phân biệt đối xử (Tháng, Ngày, Năm): _____

Giải thích điều gì đã xảy ra và tại sao bạn tin rằng bạn đã bị phân biệt đối xử. Kể chi tiết về tất cả những người có liên quan, bao gồm tên và thông tin liên lạc của (những) người đã phân biệt đối xử với bạn (nếu biết) và tên và thông tin liên lạc của những nhân chứng có liên quan. Nếu cần thêm khoảng trống để viết, vui lòng dùng mặt sau của đơn này.

Phần IV

Bạn đã từng viết đơn khiếu nại theo Điều VI đối với cơ quan này chưa? Khoanh tròn câu trả lời - Có Không

Phần V

Bạn đã từng viết đơn khiếu nại dạng này đối với bất kỳ cơ quan đoàn thể cấp Địa phương, cấp Bang hoặc cấp Liên Bang hoặc với Tòa án Bang hoặc Liên Bang? Khoanh tròn câu trả lời đúng - Có Không

Nếu có, đánh dấu những mục đúng:

[] Cơ quan cấp Liên Bang: _____

[] Cơ quan cấp Bang: _____

[] Tòa án Liên Bang: _____

[] Cơ quan Địa phương: _____

[] Tòa án Bang: _____

Xin vui lòng cung cấp thông tin liên lạc của cơ quan/tòa án nơi đã nhận đơn kiện lần trước:

Tên người nhận _____ Chức Danh _____ Số điện thoại _____

Tên cơ quan _____ Địa chỉ _____

Phần VI

Tên cơ quan đã bị khởi kiện lần trước: _____

Người liên lạc: _____ Chức danh: _____

Số điện thoại: _____

Bạn có thể gửi kèm bất cứ văn bản hay thông tin bổ sung nào khác có liên quan đến đơn kiện.
Ngày và ký tên

Viết tên bằng chữ in Ký tên

Ngày tháng năm

Vui lòng nộp trực tiếp đơn kiện này cho:
Amarillo City Transit
801 South East 23rd
Amarillo, Texas 79102
Dừng trước cửa chính đường 33 (route 33)

Gửi đơn này đến:
City of Amarillo
PO Box 1971
Amarillo, Texas 79105

Ngày nhận: _____

Người nhận: _____