



***Title VI Program  
For 5307 Assistance Programs  
December 1<sup>st</sup>, 2022***

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### ***Policy Statement***

In accordance with Title VI regulations (49 CFR Part 21) and consistent with the Federal Transit Administration (FTA) Circular 4702.1B: Title VI Requirements and Guidelines for Federal Transit Administration Recipients, the City of Amarillo (COA) assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

COA's Transit Director, Christopher Quigley, is responsible for initiating and monitoring Title VI activities, assuming the preparation of required reports.

### **Authorities**

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (please refer to 42 USC 200d, 49 CFR part 21 and FTA Circular 4702.1B).

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**City Manager**

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**Date**

## ***Introduction***

In compliance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the City of Amarillo (COA) – Amarillo City Transit (ACT) will carry out the program in compliance with the Department of Transportation's (DOT) Title VI regulations. This requirement shall be fulfilled when the COA submits its annual certifications and assurances to the FTA.

The direction, guidance and procedures in Title VI will ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner. Amarillo City Transit (ACT) will promote full and fair participation in public transportation decision-making without regard to race, color or national origin and limited English proficient (LEP) persons will have meaningful access to transit related programs and activities.

ACT does not discriminate against any person on the grounds of race, color or national origin. ACT does not exclude any person from participation in or deny benefits to any person participating in any program or activity.

In **Attachment I** you will find the Amarillo City Council meeting notice, minutes and resolution documenting review and approval of the Title VI Program.

## ***Protection under Title VI***

Title VI Notice can be found in **Attachement A**.

## **Dissemination**

ACT informs the public of their rights under the Title VI program by posting the Title VI notice on the COA's website – [Title VI](#). This program is also posted with the annual Program of Projects and all notices requiring action by Amarillo City Council for approval of grant submissions, fare, service changes and policy changes (found in **Attachments H**). ACT advertises in the in public areas at ACT's main office, at the Downtown Transfer Station, and all ACT service vehicles. ACT also advertises through known organizations and non-profits in Amarillo which can share ACT information directly with their clients.

## **Document Translation**

Amarillo has two LEP populations within ACT's service area that meet the Safe Harbor threshold. As required by FTA – vital documents are offered in three languages – English, Spanish and Vietnamese. The Transit Department's webpage found at [www.amarillotransit.com](http://www.amarillotransit.com) allows the user to change the language featured on the page. ACT has translated vital documents by bidding out translation labor to a professional translation services. The service presents a certificate of translation when submitting the documents to ACT for approval and payment. The local language services able to translate and interpret for ACT are listed in and Attachement F.

All translated documents are in **Attachment B** in English, **Attachment C** in Spanish and **Attachment D** in Vietnamese at the back of this document.

## **Requirement to Notify Beneficiaries of Protection under Title VI**

ACT provides information to the public regarding their Title VI obligations and apprise members of the public regarding the protections against discrimination afforded to them by Title VI in compliance with 49 CFR Section 21.9 (d). All information regarding Title VI can be found on ACT's website, [www.amarillotransit.com](http://www.amarillotransit.com), in public areas at ACT's office located at 801 SE 23<sup>rd</sup> Street, and posted within ACT buses.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint. Any such complaint must be submitted through writing, by phone, or in person. These are filed with the Transit Director, Christopher Quigley, contacted at 806-378-6842, (TTY 806-372-6234), emailed at [Chris.quigley@amarillo.gov](mailto:Chris.quigley@amarillo.gov) or at the administrative offices located at 801 SE 23<sup>rd</sup> Street, Amarillo, Texas 79105. These must be filed within one hundred-eighty (180) days of the alleged discriminatory occurrence.

Title VI information is available in English, Spanish, Vietnamese. Other languages are available upon request.

## ***Civil Rights Complaint Procedures and Complaint Form***

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 an ADA or Title VI 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. Title VI complaints must be filed within 180 business days and ADA complaints 90 business days of the date of the alleged discrimination. The complaint form and procedure to file a complaint are available on the COA website at [www.amarillotransit.com](http://www.amarillotransit.com).

The complaint must contain, at a minimum, 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: Assistant City Manager

If the response from the Assistant 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 806-372-4229, TDD. A person may also file a complaint directly with the Federal Transit Administration:

Submit written appeals to:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

### ***Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits***

ACT has not received any Title VI investigations, complaints or lawsuits within the last five years.

### ***Promoting Inclusive Public Participation***

ACT routinely shares transit information and schedules meetings with organizations that represent cross sections of people in Amarillo. Some of these organizations include: Catholic Family Services (Refugee Services Division), Division for Rehabilitative Services (DHS), Texas Panhandle Centers (TPC), Haven House (DWC) Area Agency on Aging (AAA), Panhandle Independent Living Center (PILC), the Amarillo Advisory Commission for People with Disabilities (ACPD). ACT also communicates with the Amarillo Chamber of Commerce, the Amarillo Black Chamber of Commerce and the Amarillo Hispanic Chamber of Commerce.

Through these relationships and interactions, ACT can promote, inform, and connect service information, events and updates to individuals more easily than through other means. ACT meets with these organizations to offer information, individual and group travel training, trip planning support, transportation advice, and answers to specific travel questions. ACT also makes efforts to attend organizational resource fairs, minority neighborhood events, school events, and relevant conferences. Please see **Attachment G** for a list and overview of ACT's Public Participation.

ACT has been actively getting input and participation from Amarillo College and the Texas Tech School of Veterinary medicine. Both of these Schools have a large minority populations. See the linked Amarillo College data. [Amarillo College | Data USA](#). ACT is

looking to strengthen ties with schools, students, and school organizations to better serve these populations. ACT is in a contract to offer free fare to AC students. This was extended due to covid. ACT announces specific public participation requests, service changes and updates to any effected organizations and public. See **Attachment G** for ACT public and organizational participation.

ACT posts all public meeting notices and public hearing notices in all revenue vehicles, in public ACT areas, and through local orgnizations. ACT also posts these on the ACT website attached here: [www.amarillotransit.com](http://www.amarillotransit.com).

ACT coordinates with other transportation providers throughout the Texas Panhandle at the Panhandle Regional Orgainzation to Maximize Public Transportation (PROMPT) quarterly meetings. ACT meets with citizens in the office, out on route, discusses information over the phone, responds to e-mail inquiries and is available to meet with any organization. Please see descriptions of ACT's Public Participation and organizational outreach in **Attachment G**.

The Transit Director, Christopher Quigley, can be contacted at 806-378-6842, (TTY 806-372-6234), and emailed at [Chris.quigley@amarillo.gov](mailto:Chris.quigley@amarillo.gov) for information herein. Contact the Transit Planner, Julia Miller, by phone at (806) 378 - 6923, or emailed at [julia.miller@amarillo.gov](mailto:julia.miller@amarillo.gov) for any question on public participation or any of the following title VI information. ACT can also be reached at the administrative offices located at 801 SE 23<sup>rd</sup> Ave, Amarillo, Texas 79105.

## ***Meaningful Access to LEP Persons***

### **Factor #1.**

#### **Assess the number and proportion of (LEP) persons served or encountered in the eligible service population:**

Under the Safe Harbor Provision, ACT will provide “written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered”. Using data (below) from the American Community Survey 2021-2022, Amarillo has a population which speaks English less than “very well” at 9 percent of the total Amarillo Population. There are two languages which have above 1,000 person LEP populations threshold: Spanish and Vietnamese. Additionally, there are two classes of language which meet this: Other Asian and Pacific Island languages, and Other and Unspecified Languages. All of these groups have larger than 1,000 persons. Since the Other Asian and Pacific Island languages and Other and Unspecified Languages groups not specified to reveal specific languages; ACT will only translate vital documents into English, Spanish, and Vietnamese. ACT will translate all other documents into other languages upon request. See the following demographic data.

| LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER: 2020-2025 |                      | Amarillo city, Texas |  |
|--|----------------------|----------------------|--|
| Label  | Estimated Population | Percentage           |  |
| Speak only English   | 139,516              | 75.8%                |  |
| Spanish:   | 33,598               | 18.3%                |  |
| Speak English "very well"  | 22,500               | 12.2%                |  |
| Speak English less than "very well"                                    | 11,098               | 6.0%                 |  |
| French, Haitian, or Cajun:   | 226                  | 0.1%                 |  |
| Speak English "very well"  | 215                  | 0.1%                 |  |
| Speak English less than "very well"                                    | 11                   | 0.0%                 |  |
| German or other West Germanic languages:                               | 312                  | 0.2%                 |  |
| Speak English "very well"  | 263                  | 0.1%                 |  |
| Speak English less than "very well"                                    | 49                   | 0.0%                 |  |
| Russian, Polish, or other Slavic languages:                            | 235                  | 0.1%                 |  |
| Speak English "very well"  | 137                  | 0.1%                 |  |
| Speak English less than "very well"                                    | 98                   | 0.1%                 |  |
| Other Indo-European languages:   | 1,193                | 0.6%                 |  |
| Speak English "very well"  | 685                  | 0.4%                 |  |
| Speak English less than "very well"                                    | 508                  | 0.3%                 |  |
| Korean:  | 192                  | 0.1%                 |  |
| Speak English "very well"  | 47                   | 0.0%                 |  |
| Speak English less than "very well"                                    | 145                  | 0.1%                 |  |
| Chinese (incl. Mandarin, Cantonese):                                   | 140                  | 0.1%                 |  |
| Speak English "very well"  | 118                  | 0.1%                 |  |
| Speak English less than "very well"                                    | 22                   | 0.0%                 |  |
| Vietnamese:  | 1,505                | 0.8%                 |  |
| Speak English "very well"  | 415                  | 0.2%                 |  |
| Speak English less than "very well"                                    | 1,090                | 0.6%                 |  |
| Tagalog (incl. Filipino):  | 440                  | 0.2%                 |  |
| Speak English "very well"  | 252                  | 0.1%                 |  |
| Speak English less than "very well"                                    | 188                  | 0.1%                 |  |
| Other Asian and Pacific Island languages:                              | 3,728                | 2.0%                 |  |
| Speak English "very well"  | 1,514                | 0.8%                 |  |
| Speak English less than "very well"                                    | 2,214                | 1.2%                 |  |
| Arabic:  | 581                  | 0.3%                 |  |
| Speak English "very well"  | 341                  | 0.2%                 |  |
| Speak English less than "very well"                                    | 240                  | 0.1%                 |  |
| Other and unspecified languages:                                       | 2,347                | 1.3%                 |  |
| Speak English "very well"  | 1,284                | 0.7%                 |  |
| Speak English less than "very well"                                    | 1,063                | 0.6%                 |  |
| Total 'Speak English less than very well'                              | 16726                | 9%                   |  |
| <b>Total:</b>  | 184,013              |                      |  |

LEP persons interact with ACT and are able to use Amarillo City Transit's Fixed Route system, our ACT - Connect, and any other services we offer. Drivers are willing and able to help and direct an LEP person. LEP persons can buy tickets and request transit information inside the public transportation vehicle, at ACT's office, or at Amarillo city hall. During this process, if a barrier in communication is persistent, ACT staff will contact an Interpretation Service listed in **Attachment F**.

An LEP person can request for translation or interpretation at any point during this. Other opportunities for interaction include: public meetings ACT - Connect interviews, utilizing the ACT website, requesting an origin-to-destination training ride, communication through mail, and finally, over the phone. The Transit Department's webpage found at [www.amarillo.gov](http://www.amarillo.gov) allows the user to change the language featured on the page. ACT staff will contact Translation and interpretation Services listed in **Attachments E and F** as soon as need rises.

**Factor #2.**

**Assess the frequency with which LEP individuals come into contact with the program, activity or service.**

ACT staff encounters LEP persons daily through both our fixed route service and our ACT – Connect service. All staff receives diversity training and can assist passengers with daily their transportation needs ranging from ticket purchases, transfer points, public meetings, and complaints.

To determine the frequency that LEP persons encounter ACT's services and the language types- a survey is given to all willing ACT staff who speaks another language to survey how often and what languages they encounter. This is given every 3 months. From these surveys, ACT has found that most ACT drivers encounter an LEP individual rarely to often every 3 months. The most often questions are in regard to the time, booking a ride, directions, and fares. Much of this translation assistance has been for dispatch and over the phone assistance, but ACT is always equipped for language requests.

ACT is a very small system (less than 70 total employees) and maintains open lines of communication with customers and staff members for any comments or issues that arise. If an ACT operator or staff is unable to communicate with a passenger there are qualified bilingual staff and legitimate translation/interpretation services available to provide the best possible customer service to our passengers. These are listed in **Attachments E and F**.

**Factor #3.**

**The nature and importance of the program, activity, or service provided by the program to people's lives**

ACT provides fixed route and paratransit public transportation services to citizens within Amarillo city limits west of Lakeside Drive. ACT recognizes the importance of public transportation services to the citizens of Amarillo. Without public transportation many of Amarillo's citizens would not have the ability to access work, medical, educational, or other social services. Due to the diverse needs of the public, it is our priority to continue to redevelop our system to provide reliable, diverse, and effective service. ACT

Administration bases this off surveys, customer and driver feedback, demographic analysis, city travel knowledge, and ACT goals into the future.

As required by FTA – all vital documents are offered in Three languages – English, Spanish and Vietnamese. In order to provide meaningful access, ACT has bilingual staff, documents in Spanish and Vietnamese with other languages available upon request. ACT will call one of our contacts, listed in **Attachments E and F**, to assist a person, fulfill requests and offer language assistance.

ACT provides importance to the community by keeping communication active and rolling between ACT, Amarillo's community service agencies, and the public. This working relationship provides an opportunity for ACT's staff to quickly react as trends change in order to provide information and assistance based on the changing needs of the community.

#### **Factor #4.**

#### **The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach**

The ACT Transit Director is responsible for coordinating language access programs throughout the public transportation operation.

Transit Director  
806-378-6842  
[chris.quigley@amarillo.gov](mailto:chris.quigley@amarillo.gov)

The COA will provide additionally translated information upon request. The COA – ACT is willing to absorb costs associated with translation, interpretation, and accommodation to LEP persons. These costs are overviewed below.

The COA - ACT has many resources available to assist LEP persons. ACT is addiment is assisting and directing persons where they need. The COA has staff that speaks the following languages Spanish, Bosnian, Chinese, Taiwanese, Laotian, Vietnamese, American Sign Language, Croatian, and Serbian. The COA recognizes that providing bilingual services to Amarillo's citizens is an integral part of operating a responsive government. The COA provides \$50.00 each month to each employee who is willing to provide interpreter services.

ACT gets help from local organizations, listed in **Attachment F**, to be put in contact with LEP individuals needing assistance or trainings. It is not abnormal for LEP individuals to reach out to ACT through their own interpretation service. These trainings happen at least once monthly, and assist LEP individuals or groups navigating ACT. The cost associated with this depends on whether we provide the interpreter. The cost of an interpreter is approximately 80 dollars/hour.

ACT's website, found at <http://www.amarillotransit.com>, has information and documents in Spanish and Vietnamese with a language translation tool for public use. See **Attachments A, B, C, and D** for Title VI documents (the announcement and complaint forms). ACT has recently adjusted its public schedule and maps as well as ACT Connect, guides, applications, and information; and is currently in the process of translating these documents. For translation of documents, the average cost of one page translated is approximately 80 dollars/page through services listed in **Attachment F**. These costs are nominal in weighing the benefit they provide to the Amarillo community.

## Language Assistance Plan (LAP) Implementation Plan

### Task 1 - Identifying LEP Individuals Who Need Language Assistance

#### Number or Proportion of LEP Persons served or Encountered in Eligible Service Population

The number and proportion of LEP individuals in the Amarillo City limits is analyzed below.

| LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER: 2020-2025 |          | Amarillo city, Texas |  |
|--|----------|----------------------|--|
| Label  | Estimate | Percentage           |  |
| <b>Total:</b>  | 184,013  |                      |  |
| Speak only English   | 139,516  | 75.8%                |  |
| Spanish:   | 33,598   | 18.3%                |  |
| Speak English "very well"  | 22,500   | 12.2%                |  |
| Speak English less than "very well"                                    | 11,098   | 6.0%                 |  |
| French, Haitian, or Cajun:   | 226      | 0.1%                 |  |
| Speak English "very well"  | 215      | 0.1%                 |  |
| Speak English less than "very well"                                    | 11       | 0.0%                 |  |
| German or other West Germanic languages:                               | 312      | 0.2%                 |  |
| Speak English "very well"  | 263      | 0.1%                 |  |
| Speak English less than "very well"                                    | 49       | 0.0%                 |  |
| Russian, Polish, or other Slavic languages:                            | 235      | 0.1%                 |  |
| Speak English "very well"  | 137      | 0.1%                 |  |
| Speak English less than "very well"                                    | 98       | 0.1%                 |  |
| Other Indo-European languages:   | 1,193    | 0.6%                 |  |
| Speak English "very well"  | 685      | 0.4%                 |  |
| Speak English less than "very well"                                    | 508      | 0.3%                 |  |
| Korean:  | 192      | 0.1%                 |  |
| Speak English "very well"  | 47       | 0.0%                 |  |
| Speak English less than "very well"                                    | 145      | 0.1%                 |  |
| Chinese (incl. Mandarin, Cantonese):                                   | 140      | 0.1%                 |  |
| Speak English "very well"  | 118      | 0.1%                 |  |
| Speak English less than "very well"                                    | 22       | 0.0%                 |  |
| Vietnamese:  | 1,505    | 0.8%                 |  |
| Speak English "very well"  | 415      | 0.2%                 |  |
| Speak English less than "very well"                                    | 1,090    | 0.6%                 |  |
| Tagalog (incl. Filipino):  | 440      | 0.2%                 |  |
| Speak English "very well"  | 252      | 0.1%                 |  |
| Speak English less than "very well"                                    | 188      | 0.1%                 |  |
| Other Asian and Pacific Island languages:                              | 3,728    | 2.0%                 |  |
| Speak English "very well"  | 1,514    | 0.8%                 |  |
| Speak English less than "very well"                                    | 2,214    | 1.2%                 |  |
| Arabic:  | 581      | 0.3%                 |  |
| Speak English "very well"  | 341      | 0.2%                 |  |
| Speak English less than "very well"                                    | 240      | 0.1%                 |  |
| Other and unspecified languages:                                       | 2,347    | 1.3%                 |  |
| Speak English "very well"  | 1,284    | 0.7%                 |  |
| Speak English less than "very well"                                    | 1,063    | 0.6%                 |  |

Using data from the American Community Survey 2020-2025, Amarillo has a LEP population at percent of the total Amarillo Population. There are no population percentages which exceed this.

Under the Safe Harbor Provision, ACT will provide "written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations" Spanish and Asian and Pacific Island languages have a LEP group total larger than 1,000 persons. Since the Asian and Pacific Island languages group is organized to be not reveal specific languages used and the proportion therein; ACT will translate all vital documents into Spanish and into any other languages upon request.

As required by FTA – all vital documents are offered in three languages – English, Spanish and Vietnamese. The Transit Department's webpage found at [www.amarillotransit.com](http://www.amarillotransit.com) allows the user to change the language featured on the page.

## **Frequency with Which LEP Individuals Come Into Contact with your Programs, Activities and Services**

ACT staff encounters LEP persons on regular bases through through both our fixed route service and our ACT – Connect service. All staff receives diversity training and can assist passengers with daily their transportation needs ranging from ticket purchases, transfer points, public meetings, and complaints. ACT is a very small system (less than 70 total employees) and maintains open lines of communication with customers and staff members alike.

To determine the frequency that LEP persons encounter ACT's services and the language types- a survey is given to all willing ACT staff who speaks another language to survey how often and what languages they encounter. This is given every 3 months. From these surveys, ACT has found that most ACT drivers encounter an LEP individual rarely to often every 3 months. The most often questions are regarding the time, booking a ride, directions, and fares. Much of this translation assistance has been for dispatch and over the phone assistance, but ACT is always equipped for language requests.

In the event that an ACT operator or staff is unable to communicate with a passenger, ACT will contact an individual or service listed in **Attachement F or G**. This allows an inclusive and timely experience to provide the best possible customer service to our passengers.

### **Task 2 - Language Assistance Measures**

Due to Amarillo's rich diversity ACT provides interpreters and translation services to any customer that request assistance. Many of the interpreters are COA staff members and are familiar with COA policies and procedures when assisting a (LEP) individual. If the interpreter (COA staff or outside language interpreter service) has a question, an ACT staff member is available to provide any assistance needed to ensure specialized terms and concepts associated with ACT's policies and activities are understood by all. Interpreter and Translation services can be found in Attachements E.

### **Task 3 – Providing Notice to LEP Persons**

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. The Executive Order also states that recipients must take steps to ensure meaningful access to their programs and activities by LEP persons.

As a recipient of Federal funds, ACT has developed a LEP plan that is separate from this document but available upon request. ACT takes LEP responsibilities seriously and has implemented a system by which LEP persons can meaningfully access public transportation services.

#### **Task 4 – Monitoring and Evaluating Language Access Plan**

ACT monitors the number of requests for translation for transit programs and services and note any comments and complaints about translations or language assistance. To determine the frequency that LEP persons encounter ACT's services and the language types; a survey is given to all willing ACT staff who speaks another language to survey how often and what languages they encounter. This is given every 3 months.

From these surveys, ACT has found that most ACT drivers encounter an LEP individual rarely to often every 3 months. The most often questions are regarding the time, booking a ride, directions, and fares. Much of this translation assistance has been for dispatch and over the phone assistance, but ACT is always equipped for language requests. This is all included and updated every 3 years in the Language Access Plan.

#### **Task 5 - Training Staff**

The COA as an organization recognizes the importance of providing meaningful access to information and services for Limited English Proficient (LEP) persons. COA bilingual employees receive incentive pay if they agree to be available to provide interpreter services upon request and the COA Human Resources Department maintains a list of bilingual employees available to interpret.

ACT also recognizes that the Transit Department has a responsibility to provide meaningful access to public transportation information and services for LEP persons. In recognition of that responsibility, ACT employees receive the following training before they begin serving customers:

- Diversity Training
- Getting Beyond Stereo Types
- Passenger Relations
- Cultural Sensitivity
- Conversations with Passengers
- Strategies for Dealing with Difficult People
- Customers Conflicts and You
- De-escalate Customer Conflicts
- Passengers with Behavioral Disorders
- Crisis Prevention
- Extraordinary Customer Service
- Americans with Disabilities Act
- Passenger Assistance Training
- Learning the Language of Multiple Generations
- Crisis Management Guidelines

Video and audio recorded in each vehicle is also utilized for customer relations training purposes.

### **Minority Representation on Planning and Advisory Bodies**

The City of Amarillo is governed by the Amarillo City Council. The Council is a five-member body elected at large and has the authority to make all decisions relating to the Transit Department. The COA does not have a “Transportation” committee or planning board.

The City Council presides over all public hearings, accepts comments from the public and signs transit-related resolutions.

The Transit Department posts transportation related agenda items on the Advisory Commission for People with Disabilities (ACPD). Although the ACPD’s agenda features transportation related items, the committee has no decision-making authority.

The ACPD’s five members are appointed by the Amarillo City Council. The committee is currently comprised of two woman and three men - one African American male, two Caucasian males, and two Caucasian females. Three of the five members have a disability and work for agencies that assist and advocate for persons with disabilities. Below you will find a table that illustrates the ACPD board compared to Amarillo’s population.

|                     | <b>Caucasian</b> | <b>Latino</b> | <b>African American</b> | <b>Native American</b> | <b>Asian American</b> |
|---------------------|------------------|---------------|-------------------------|------------------------|-----------------------|
| Amarillo Population | 53.5%            | 33.2%         | 8.6%                    | 1.6%                   | 4.7%                  |
| ACPD Demographics   | 80%              | 0%            | 20%                     | 0                      | 0                     |

### **Process the COA uses to Encourage Minority Participation**

When a vacancy on the ACPD occurs, the City Council will accept inquires by any interested person or a nomination by any citizen to fill the open vacancy. The City Council encourages all members of Amarillo to participate. This is accomplished by hosting meetings in all areas of Amarillo and during the evening hours. The City Council members also participate in information exchanges with any civic group, school or organization upon request.

## ***Monitoring Subrecipients***

ACT does not distribute FTA funds to subrecipients.

## ***Determination of Site or Location of Facilities***

ACT has determined a site location for a new Transfer Terminal. ACT is in the process of building a new transfer station. The following this Determination of Site information taken from the Resolution:

Since the top three sites are on two or more different parcels, the new Amarillo City Transit Multimodal Transit Facility must meet several important criteria:

- Environmental Conditions;
- Surrounding Land Use;
- Utility Availability and Drainage Ease;
- Historical Significance; and
- Site Equity Analysis

City of Amarillo/ Amarillo City Transit studied potential locations and reviewed available properties that would have the adequate space for the facility and have the least impact on residential neighborhoods. The desired location would be in or near the Downtown Urban Design area. The City of Amarillo/ Amarillo City Transit analyzed to accommodate Greyhound and Panhandle Transit.

All other city land was either too small or too far away to be desirable.

No neighborhood in the City of Amarillo was disqualified from the selection process. Race, color, and national origin of residents were not considered during the identification or evaluation of potential sites. See **Attachment H** for the ACT Equity Analysis.

## ***Requirement to Set System-Wide Service Standards and Policies***

### **Service Standards**

FTA requires that all fixed route providers of public transportation service providers set and adopt Service Standards and Policies for each specific fixed route mode of service they provide. The Standards and Policies must ensure service design and operations practices do not result in discrimination on the basis of race, color or national origin.

ACT operates eleven fixed routes and ACT-Connect – an origin-to-destination service for people with disabilities that prevents them from riding an accessible fixed route bus. The Service Standards apply to fixed route. The Service Standards are an established service performance measure or policy used by a transit provider as a means to plan or distribute services and benefits within its service area. FTA requires all fixed route

transit providers to develop quantitative or measurable standards for the following standards.

- Vehicle Load
- Vehicle Headways
- On-Time Performance
- Service Availability

### Vehicle Load

The average of all passenger loads during operating hours depends on the composition of the passengers. ACT’s customer base is primarily composed of persons with disabilities, elderly and economically disadvantaged. Many of ACT’s customers have no other source of transportation and without public transportation; they are unable to leave their neighborhood.

The number of passengers and the number of carryon items vary from trip to trip therefore, our Service Standard for Vehicle Load is: the driver will transport as many passengers and up to two carry-on bags per person. This enables safe loading and unloading with the ability to accommodate as many passengers as possible.

Below, you will find a table that illustrates the average passenger capacity of each vehicle. ACT’s rolling stock fleet consists of six 35’ Gillig buses, eleven 23’ Champion vans, seven 27’ and five 32’ Champion Defender cutaways, one 23’ van, and six 35’ Gillig buses. All buses except for the Gillig buses have two forward facing wheelchair securement areas and most are equipped with perimeter seating, with exception of the 23’ vans, which has all forward-facing seats. The six Gillig buses have three forward facing wheelchair securement areas and have perimeter seating in the front and forward-facing seats in the back.

| Average Passenger Capacities          |        |          |       |
|---------------------------------------|--------|----------|-------|
| Vehicle Type                          | Seated | Standing | Total |
| <b>8400 Series 27’ Bus</b>            | 14     | 7        | 21    |
| <b>8870 &amp; 9000 Series 23’ Van</b> | 14     | 0        | 14    |
| <b>8800 Gillig Bus</b>                | 30     | 6        | 36    |

### Vehicle Headways

ACT has 11 fixed routes, 2 of which are deviated fixed routes, and 4 of which are combined and/or alternated. Therefore, there are only 9 buses being operated for 11 routes. This enables 16 driver assignments. There are 10 ACT-Connect assignments with varying extra-board driving assignments. ACT does not change the number of vehicles operating during peak or off-peak periods. Currently, due to a staff and driver shortage, ACT is operating on a Saturday schedule and combines and alternates 4 routes when necessary.

All routes operate from approximately 6:20 am until 7:00 pm Monday thru Friday and 6:20 am to 6:30 pm on Saturdays. No other public transportation modes within Amarillo, peak, off peak after hours or Sunday service, is available.

The table on the following page illustrates headway and distance for each route.

| Route | Weekday    | Weekend    | Route Distance |
|-------|------------|------------|----------------|
| 11    | 45 minutes | 45 minutes | 14.7 miles     |
| 12    | 1 hour     | 1 hour     | 14.6 miles     |
| 13    | 45 minutes | 45 minutes | n/a            |
| 21    | 45 minutes | 45 minutes | 6.5            |
| 22    | 45 Minutes | 45 Minutes | 8 miles        |
| 23    | 45 Minutes | 45 Minutes | 11.4 miles     |
| 30    | 45 minutes | 45 minutes | n/a            |
| 31    | 45 minutes | 45 minutes | 11.7 miles     |
| 41    | 1 hour     | 1 hour     | 12.5 miles     |
| 42    | 1 hour     | 1 hour     | 12.8 miles     |
| 43    | 45 minutes | 45 minutes | 24 miles       |
| 44    | 45 minutes | 45 minutes | 18.9 miles     |

ACT has timed transfers every 45 minutes or on the hour and a half. All routes (except Route 13) meet at the Transfer Station located at 3<sup>rd</sup> & Filmore at 7:00 a.m., 10:00 a.m., 1:00p.m., 2:30p.m., 4:00 p.m. and 5:30 p.m. to facilitate transfers.

**On-Time Performance**

Each route serves a unique operating environment that can affect on time performance. Heavy traffic and school zones will cause the buses to run late throughout the day on every route. Seasonal events such as back to school and Christmas shopping seasons also cause many of the routes to run late.

Inclement weather events such as flash flooding, snow, ice and fog can appreciably slow down or shut down public transportation operations completely. Heavy passenger traffic on and off the bus can delay a route along with deploying a lift multiple times on a route.

Although the ADA made fixed route transportation possible for many people, it also created an “on-time” compliance challenge for every public transportation provider. In this operating environment (ADA compliance requirements, limited equipment, driving position vacancies), ACT on-time performance service standard is defined as 0 minute early and 5 minutes late window and a threshold of 92% to meet performance standards.

**Service Availability**

The COA covers just over 100 square miles. The Service Availability Service Standard is - the COA will place bus routes, bus stops and passenger amenities throughout the ACT service area (within the City limits west of Lakeside Drive) as funding will allow.

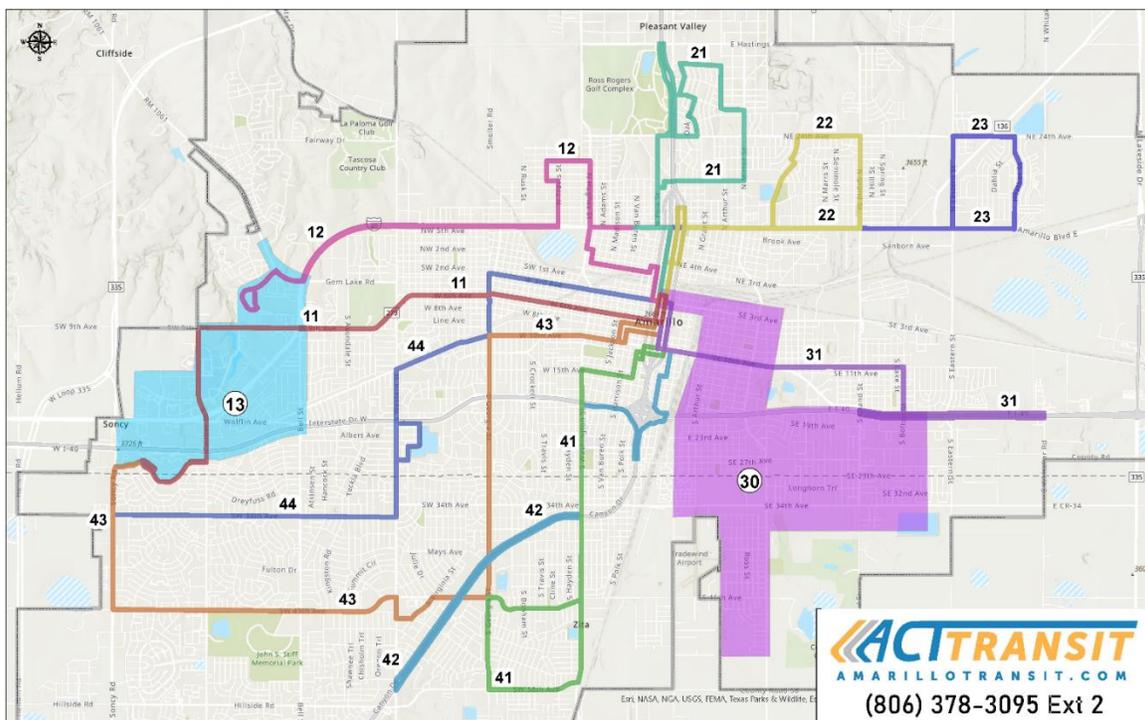
Public transportation services are operated Monday through Friday from 6:20 am until 7:00 pm and 6:20 am to 6:30 pm on Saturdays. No service is provided on Sunday, New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. ACT operates on a Saturday schedule for Martin Luther King Jr. Day, Veteran's Day, Day after Thanksgiving, and Christmas Eve.

A person may call the Transit Office or contact any Transit Department staff member to request a bus stop, bench, or shelter. After the request is made, a staff member reviews the request, evaluates the right of way, and studies the topography of the site.

Proximity to community service agencies, employment, medical facilities and educational or shopping opportunities is gathered next among other factors that may be unique to the site.

Staff members consult with dispatchers to determine call volume from this area and information is gathered from bus operators to estimate passenger demand. After a group of bus stops are ready to be put together into a project, Transit Department staff informs the public how much funding is available for the project and solicits input from ACT's customers and community service agencies thru the Public Engagement planning process.

The process described above will determine which bus stops are included in the project based on available funding, needs of the community and public input. If the amenity cannot be located as requested, Transit Department staff will contact the person who made the request and find an alternate location for the amenity. Below you will find a service area map also located at our website: [www.amarillotransit.com](http://www.amarillotransit.com).



## **Distribution of Transit Amenities**

Transit amenities refer to items of comfort, convenience and safety that are available to the general riding public. Under this paragraph, FTA requires that transit providers set a policy for transit amenities that are installed under a contract between the transit provider and a private entity. The COA does not have a contract with a private entity. The COA has decision making authority over the siting of transit amenities.

Transit amenities (seating, shelters, and provision of information, digital equipment and waste receptacles) are distributed and installed based on the criteria and process described in the Bus Stop Guideline dated October 2017.

A person may call the Transit Office or contact any Transit Department staff member to request a transit amenity. After the request is made, a staff member reviews the request, evaluates the right of way and, assessability, and studies the topography of the site. Proximity to community service agencies, employment, medical facilities and educational or shopping opportunities is gathered next among other factors that may be unique to the site.

Planning staff consults with dispatchers to determine call volume from this area and ridership data is analyzed to estimate passenger demand. After a group of passenger amenities are ready to be put together into a project, Transit Department staff informs the public how much funding is available for the project and solicits input from ACT's customers and community service agencies thru the Public Engagement process to determine which locations are included in the project.

If an amenity cannot be located as requested, the Transit Department staff will contact the person who made the request and work to find an alternate location.

(a) Seating – ACT is currently in the process of a amenities project. This project will address aging sheters, accessible routes, bus stop pads, benches and shelters along the fixed routes. Any person can call to request a bus stop pad, bench or shelter. The request is added to the list and a staff member researches the request.

(b) Bus and rail shelters and rail platform canopies – ACT does not operate a rail system.

(c) Provision of information – printed signs, system maps, route maps and schedules. Each bus stop has a sign and the transfer point has signage. Each route has an individual map and schedule and there is one system map and schedule. All maps are formatted in the same manner. We also provide live bus location tracking through our OneRide App which is linked to here: [Map - PRPC Transit \(wtamu.edu\)](http://Map-PRPCTransit.wtamu.edu) .

(d) Digital equipment – all buses have a stop announcement system, scroll sign and security cameras that record audio and video. No bus stops or the transfer point has digital vehicle arrival time signage.

(e) Escalators – ACT does not have escalators.

(f) Elevators – ACT does not have elevators.

(g) Waste receptacles (trash and recycling) – The transfer point has trash cans. Currently, there are 11 locations with benches or shelters that have waste receptacles.

### **Vehicle Assignment**

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. FTA requires each transit provider to set a vehicle assignment policy. A transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average.

ACT's has one transfer point located at 3rd and Fillmore. The administrative facility with mechanic shop and bus parking garage is located at 801 SE 23rd under one roof. All vehicles are dispatched out of the administrative facility and report to the transfer point.

ACT employs 5 full-time utility workers who clean the interior and exterior of all vehicles, fuel, and park them each evening. ACT also employs 5 mechanics who service and maintain the vehicles.

ACT has 28 revenue fleet vehicles - All vehicles have a radio, security cameras that record audio and video, a wheelchair lift, two forward facing wheelchair securement areas, similar seating capacity and perimeter seating. ACT closely monitors all vehicles for safety, mechanical dependability and cleanliness to ensure all customers receive a similar experience.

ACT currently does not have peak and off peak service, express or commuter service. Transit service begins at about 6:20 am and all buses complete the service day at 7:00 pm Monday thru Friday and 6:20 am to 6:30 pm on Saturdays.

## **Attachment A – Title VI Notice**



### **Title VI Notice**

#### **The City of Amarillo, Texas**

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

The City of Amarillo operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Amarillo. The City of Amarillo - Amarillo City Transit hereby certifies that, as a condition of receiving Federal financial assistance, it will ensure that: No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.

Interested parties are hereby afforded the opportunity to comment on the performance of Amarillo City Transit, request additional information on Amarillo City Transit's nondiscrimination obligations or file a complaint. Written comments may be submitted to the Assistant City Manager, P.O. Box 1971, Amarillo, Texas 79105. A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights: Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

#### **Limited English Proficiency**

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). Amarillo City Transit has a limited English Proficiency Plan where Amarillo City Transits information in other languages is made available at no cost. Should you desire this information, you may contact Christopher Quigley at (806) 378-6842 or [chris.quigley@amarillo.gov](mailto:chris.quigley@amarillo.gov).

Si requiere que se le proporcione información en un idioma distinto al inglés, contacte al 806-378-6842. Esta información está disponible libre de cualquier cargo. También podrá encontrar información del Título VI en otros idiomas en [www.amarillo.gov](http://www.amarillo.gov). El Sistema de Tránsito de Amarillo City tiene un plan de asistencia para personas con limitaciones en el idioma inglés por medio del cual el Departamento de Tránsito de la Ciudad de Amarillo proporciona información en otros idiomas sin costo alguno. Si desea más información, contacte con Christopher Quigley al (806) 378-6842 o a [Chris.quigley@amarillo.gov](mailto:Chris.quigley@amarillo.gov).

Nếu cần thông tin bằng một ngôn ngữ khác, vui lòng liên hệ 806-378-6842 Thông tin này hoàn toàn miễn phí. Bạn cũng có thể tìm thấy thông tin về điều luật số VI tại trang web: [www.amarillo.gov](http://www.amarillo.gov). Công ty Vận Tải Nội Thành Amarillo có Chương Trình dành cho Người Không Thông Thoại Tiếng Anh, trong đó thông tin miễn phí về Công ty Vận Tải Nội Thành Amarillo bằng các ngôn ngữ khác Nếu cần thông tin, bạn có thể liên hệ với Christopher Quigley số (806) 378-6842 hoặc email [Chris.quigley@amarillo.gov](mailto:Chris.quigley@amarillo.gov).

#### **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 or other language interpreter must make a request with the City Secretary two business days before the meeting, by telephoning 378-3013, or the City TDD telephone number at 378-4229.







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 proporcione 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: \_\_\_\_\_ de

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:

Amarillo City Transit  
801 South East 23<sup>rd</sup>  
Amarillo, Texas 79103  
La ruta 30 se detiene en la puerta delantera.

Envíe este formato a:

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

|                           |
|---------------------------|
| Fecha de Recepción: _____ |
| Recibido por: _____       |

**Attachment D – Title VI Complaint Form: Vietnamese****(ACT) Mẫu đơn khiếu nại dân quyền**

**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 đảm bảo rằng không ai bị loại trừ khỏi việc tham gia hoặc từ chối lợi ích của các dịch vụ của mình trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia, theo quy định của Tiêu đề VI của Đạo luật Dân quyền năm 1964, được sửa đổi. Khiếu nại Tiêu đề VI phải được nộp trong vòng 180 ngày làm việc và khiếu nại ADA 90 ngày làm việc kể từ ngày bị cáo buộc 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:

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

| <b>Phần I</b>  |                          |
|--|--------------------------|
| 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?<br>Bản in lớn TDD Băng ghi âm<br>Dạng khác _____  |                          |
| <b>Phần II</b>   |                          |
| Bạn điền đơn khiếu kiện này cho chính bản thân bạn: Có* Không<br>*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:<br>Tên _____ Quan hệ với người viết đơn _____ |                          |
| Vui lòng giải thích vì sao bạn viết đơn giúp cho một bên thứ ba:<br>_____<br>_____   |                          |

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 vửa (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 23<sup>rd</sup>

Amarillo, Texas 79102

Dừng trước cửa chính đường 30

Gửi đơn này đến:

Amarillo City Transit

PO Box 1971

Amarillo, Texas 79105

Ngày nhận: \_\_\_\_\_

Người nhận: \_\_\_\_\_

**Attachment E – COA Interpreter List**

| Emp #  | Name                     | Department # | Department              | Language              | Phone        |
|--------|--------------------------|--------------|-------------------------|-----------------------|--------------|
| 420451 | Owens Han                | 1241         | Civic Center Promotions | Chinese/<br>Taiwanese | 806-324-7950 |
| 221405 | Flores Jesus             | 1243         | Civic Center Operations | Spanish               | 806-477-0017 |
| 471330 | Gonzales Mateo           | 1243         | Civic Center Operations | Spanish               | 806-206-4356 |
| 427457 | Gomez Samuel             | 1260         | Library                 | Spanish               | 806-881-5611 |
| 210839 | Saavedra<br>Veronica     | 1260         | Library                 | Spanish               | 806-690-3003 |
| 430606 | Shaver Silvia            | 1260         | Library                 | Spanish               | 806-881-4473 |
| 477256 | Sutton Elise             | 1260         | Library                 | *                     | 806-382-6313 |
| 380203 | Fisher Lisa              | 1270         | AECC                    | Spanish               | 806-584-1835 |
| 393887 | Hood Carlos              | 1270         | AECC                    | Spanish               | 806-206-8306 |
| 222500 | Perez Cassandra          | 1270         | AECC                    | Spanish               | 806-223-8491 |
| 466444 | Lomana Mario             | 1270         | AECC                    | Spanish               | 806-433-7713 |
| 410488 | Lozano Miguel            | 1305         | Municipal Court         | Spanish               | 575-219-1519 |
| 220933 | Rodriguez<br>Adriana     | 1305         | Municipal Court         | Spanish               | 806-316-7177 |
| 220515 | Flores Irasema           | 1305         | Municipal Court         | Spanish               | 806-373-1619 |
| 470332 | Ruiz Gladys              | 1305         | Municipal Court         | Spanish               |              |
| 204062 | Tao Phuong               | 1315         | Finance                 | Vietnamese            | 806-223-6290 |
| 221037 | Arias Lauro              | 1315         | Finance                 | Spanish               | 806-335-6639 |
| 210737 | Arjon Nance              | 1320         | Accounting              | Spanish               | 806-676-1072 |
| 395253 | Mendez Misty             | 1320         | Accounting              | Spanish               | 806-382-5732 |
| 475376 | Cervantes Cynthia        | 1320         | Accounting              | Spanish               | 806-378-4201 |
| 205458 | Carlile Gloria           | 1325         | Purchasing              | Spanish               | 806-674-3890 |
| 205333 | Quinonez Maria           | 1325         | Purchasing              | Spanish               | 806-683-6670 |
| 377888 | Delagarza Fred           | 1415         | Capitol Projects & Dev. | Spanish               | 806-670-7839 |
| 421177 | Arcos Arturo             | 1415         | Capitol Projects & Dev. | Spanish               |              |
| 469224 | Shepherd Ana             | 1415         | Capitol Projects & Dev. | Spanish               | 806-378-6003 |
| 221958 | Benavente<br>German      | 1420         | Street Department       | Spanish               | 806-341-6069 |
| 410491 | Enriquez Robert          | 1420         | Street Department       | Spanish               | 806-444-3416 |
| 220056 | Garcia Eligio            | 1420         | Street Department       | Spanish               | 806-336-2100 |
| 433408 | Valadez Sammy            | 1420         | Street Department       | Spanish               | 806-584-2754 |
| 461823 | Sandoval Philip          | 1420         | Street Department       | Spanish               |              |
| 206209 | Cabrera Pablo<br>Murguia | 1431         | Solid Waste Collection  | Spanish               | 806-383-6783 |
| 210815 | Cervantes Juan           | 1431         | Solid Waste Collection  | Spanish               | 806-433-3355 |
| 205704 | Chavez Jimmy             | 1431         | Solid Waste Collection  | Spanish               | 806-680-3923 |
| 399141 | Fuentes Ramon            | 1431         | Solid Waste Collection  | Spanish               | 806-282-8674 |
| 221842 | Garcia Gregorio          | 1431         | Solid Waste Collection  | Spanish               | 806-220-0684 |

|        |                         |      |                        |         |              |
|--------|-------------------------|------|------------------------|---------|--------------|
| 298418 | Lozano Gilbert          | 1431 | Solid Waste Collection | Spanish | 806-336-6204 |
| 222653 | Montoya Steven          | 1431 | Solid Waste Collection | Spanish | 806-383-7436 |
| 204486 | Rendon Salvador<br>Jr   | 1431 | Solid Waste Collection | Spanish | 806-336-9174 |
| 298665 | Rodriguez Javier        | 1431 | Solid Waste Collection | Spanish | 806-316-4692 |
| 222685 | Ruiz Marcelo            | 1431 | Solid Waste Collection | Spanish | 806-231-0587 |
| 221144 | Salas Ricky             | 1431 | Solid Waste Collection | Spanish | 806-236-3014 |
| 438873 | Salihovic Meho          | 1431 | Solid Waste Collection | Bosnian | 806-410-6200 |
| 223228 | Sanchez Mario           | 1431 | Solid Waste Collection | Spanish | 806-444-1562 |
| 208993 | Ybarra David            | 1431 | Solid Waste Collection | Spanish | 806-336-5437 |
| 221521 | Hernandez<br>Robert     | 1431 | Solid Waste Collection | Spanish | 806-290-4577 |
| 467332 | Zamora Luis             | 1431 | Solid Waste Collection | Spanish |              |
| 459301 | Chen Xiong              | 1432 | Solid Waste Disposal   | Chinese | 806-316-7100 |
| 396491 | Esparza Daniel          | 1432 | Solid Waste Disposal   | Spanish | 806-677-3451 |
| 460116 | Jimenez Esteban         | 1432 | Solid Waste Disposal   | Spanish | 806-359-2056 |
| 208552 | Loza Noel               | 1432 | Solid Waste Disposal   | Spanish | 806-622-6159 |
| 205219 | Stout Wendy             | 1432 | Solid Waste Disposal   | Spanish | 806-359-2056 |
| 424357 | Yniguez Vicente         | 1432 | Solid Waste Disposal   | Spanish | 806-570-6934 |
| 220599 | Bermea Johnny           | 1610 | Police                 | Spanish | 806-223-6050 |
| 416914 | Blanco Hugo             | 1610 | Police                 | Spanish | 806-336-4339 |
| 223060 | Benes George            | 1610 | Police                 | Spanish | 806-576-6106 |
| 203797 | Bribiesca Gerardo<br>Jr | 1610 | Police                 | Spanish | 806-282-4941 |
| 421403 | Caballero Eddie         | 1610 | Police                 | Spanish | 806-336-6071 |
| 397268 | Cisneros Roberto        | 1610 | Police                 | Spanish | 806-341-2477 |
| 223063 | Cruz Christopher        | 1610 | Police                 | Spanish | 806-382-7767 |
| 220600 | Delfierro Victor        | 1610 | Police                 | Spanish | 806-584-8085 |
| 223065 | Finsterwald Caleb       | 1610 | Police                 | Spanish | 806-278-0085 |
| 206483 | Garcia Oscar            | 1610 | Police                 | Spanish | 806-584-4567 |
| 402228 | Guerrero Juan           | 1610 | Police                 | Spanish | 806-333-0202 |
| 465219 | Moreno Patricia         | 1610 | Police                 | Spanish | 806-654-3080 |
| 223075 | Palacios Cynthia        | 1610 | Police                 | Spanish | 915-799-8442 |
| 221686 | Quiles Norma            | 1610 | Police                 | Spanish | 806-681-1262 |
| 385399 | Ramirez Andres          | 1610 | Police                 | Spanish | 806-418-1178 |
| 397276 | Soto Raymond            | 1610 | Police                 | Spanish | 806-584-9649 |
| 471653 | Enriquez Lucero         | 1610 | Police                 | Spanish | 806-584-6474 |
| 412682 | Gajardo Fabiola         | 1610 | Police                 | Spanish | 806-717-8457 |
| 438258 | Huerta Cesar            | 1610 | Police                 | Spanish | 806-378-3038 |
| 461689 | Lovato Danisse          | 1610 | Police                 | Spanish | 806-584-4455 |
| 203602 | Brush Angie             | 1640 | Civilian Personnel     | Spanish | 806-231-1681 |
| 221275 | Luanglath               | 1640 | Civilian Personnel     | Laotian | 806-282-9784 |
| 220245 | Ramirez Jenifer         | 1640 | Civilian Personnel     | ASL     |              |
| 221156 | Martnez Lizeth          | 1640 | Civilian Personnel     | Spanish | 806-336-7686 |

|        |                        |       |                             |                  |              |
|--------|------------------------|-------|-----------------------------|------------------|--------------|
| 451176 | Ruiz Martha            | 1640  | Civilian Personnel          | Spanish          | 806-683-4198 |
| 439407 | Yara Elisa             | 1710  | Animal Management & Welfare | Spanish          | 806-584-2434 |
| 221917 | Zamora Raul            | 1710  | Animal Management & Welfare | Spanish          | 806-382-2151 |
| 207196 | Ramirez Michelle       | 1732  | Traffic Administration      | Spanish          | 806-570-0164 |
| 433630 | Urumovic Nedeljko      | 1732  | Traffic Administration      | Serbian          | 806-223-5697 |
| 446294 | Rivas Florita          | 1740  | Building Safety             | Spanish          | 806-401-3184 |
| 477967 | Campos Jr<br>Guadalupe | 1740  | Building Safety             | Spanish          | 806-378-6271 |
| 461381 | Garcia Stephanie       | 1740  | Building Safety             | Spanish          | 806-378-6427 |
| 222839 | Quinlin Jeff           | 1740  | Building Safety             | Spanish          | 806-640-7273 |
| 473525 | Rivera Ismael          | 1740  | Building Safety             | Spanish          | 806-378-6258 |
| 207520 | Hammonds<br>Shawna     | 1740  | Building Safety             | ASL              | 806-433-7191 |
| 468083 | Quebedeaux<br>Linda    | 1750  | Environmental Health        | ASL              | 806-881-2428 |
| 477787 | Rivera Deborah         | 1750  | Environmental Health        | Spanish          | 817-793-7181 |
| 467776 | Arriaga Simon          | 1761  | Transit Fixed Route         | Spanish          | 806-241-7719 |
| 439573 | Cartagena Carlos       | 1761  | Transit Fixed Route         | Spanish          | 806-418-0757 |
| 447069 | Chavez Carlos          | 1761  | Transit Fixed Route         | Spanish          |              |
| 451904 | Cruz Ramon Jr          | 1761  | Transit Fixed Route         | Spanish          | 806-672-4000 |
| 464121 | Gonzales Norma         | 1761  | Transit Fixed Route         | Spanish          | 806-220-4727 |
| 456506 | Lomeli Victor          | 1761  | Transit Fixed Route         | Spanish          | 806-223-8895 |
| 432053 | Pajic Petar            | 1761  | Transit Fixed Route         | Bosnian          | 806-316-9657 |
| 426865 | Rosales Refugio        | 1761  | Transit Fixed Route         | Spanish          | 806-679-2844 |
| 210054 | Sistov Miroslav        | 1761  | Transit Fixed Route         | Bosnian/Croatian | 806-236-8974 |
| 479285 | Pesina Krystal         | 1761  | Transit Fixed Route         | *                | 806-344-4217 |
| 210267 | Martinez Juan          | 1762  | Transit Demand Response     | Spanish          | 806-677-3587 |
| 459869 | Barrera Aurelio        | 1762  | Transit Demand Response     | Spanish          |              |
| 402301 | Diaz Mary              | 1762  | Transit Demand Response     | Spanish          | 806-378-3095 |
| 207279 | Solis Ruben            | 1763  | Transit Maintenance         | Spanish          | 806-690-8121 |
| 478658 | Garza Julia            | 1763  | Transit Maintenance         | *                | 806-441-3106 |
| 435878 | Lemley Lillie          | 1764  | Transit Administration      | Spanish          | 806-378-6863 |
| 415982 | Valles Gabriella       | 1861  | Parks Maintenance           | Spanish          | 806-444-4118 |
| 413314 | Guerrero Rolando       | 1840  | Swimming Pools              | Spanish          | 806-671-2305 |
| 427606 | Perez Elizabeth        | 1850  | Parks & Rec Program         | Spanish          | 806-378-6284 |
| 397230 | Saucedo Pedro          | 1850  | Parks & Rec Program         | Spanish          | 806-444-6520 |
| 204889 | Diaz Jacob             | 1930  | Fire Marshall               | Spanish          | 806-336-2538 |
| 477576 | Jarvis Josselyn        | 20110 | Program Management          | *                | 806-341-2995 |
| 381211 | Robinson Vanessa       | 20110 | Program Management          | Spanish          | 806-342-1589 |
| 477253 | Duran Alma             | 20210 | Housing Assistance          | *                | 806-567-1012 |
| 428773 | Varela Selene          | 20755 | HMIS                        | Spanish          | 806-378-6285 |

|        |                     |       |                              |         |              |
|--------|---------------------|-------|------------------------------|---------|--------------|
| 223181 | Ruiz Robert         | 20910 | Court Security               | Spanish | 806-654-4225 |
| 474568 | Chavez Meztli       | 25011 | AHD Public Health            | Spanish | 806-378-6300 |
| 457905 | King Ida            | 25011 | AHD Public Health            | Spanish |              |
| 443318 | Mayberry Alice      | 25013 | IMM/Locals                   | Spanish | 806-236-5918 |
| 463659 | Mendoza Vivian      | 25013 | IMM/Locals                   | Spanish | 806-206-2240 |
| 473696 | Rodriguez Elizabeth | 25013 | IMM/Locals                   | Spanish | 806-410-9522 |
| 407963 | Nerios Marcus       | 25014 | HIV Prevention               | Spanish | 806-671-6068 |
| 477262 | Gould Fabiana       | 25027 | Clinical Health Bridge Grant | Spanish | 860-716-1514 |
| 381208 | Barber Mayra        | 25015 | Core Public Health           | Spanish | 806-626-7668 |
| 383021 | Roybal Laurie       | 25015 | Core Public Health           | Spanish | 806-382-0800 |
| 463915 | Estrada Dania       | 52100 | Utilities Office             | Spanish | 806-676-2612 |
| 463039 | Hernandez Laura     | 52100 | Utilities Office             | Spanish | 806-703-9081 |
| 389940 | Meza Carolyn        | 52100 | Utilities Office             | Spanish | 806-683-3324 |
| 449126 | Najera Martha       | 52100 | Utilities Office             | Spanish | 806-576-9799 |
| 466919 | Tinoco Maribel      | 52100 | Utilities Office             | Spanish | 806-290-3175 |
| 450554 | Chavez Pablo        | 52100 | Utilities Office             | Spanish | 806-336-2823 |
| 479120 | Elizondo Alexandria | 52100 | Utilities Office             | Spanish | 806-378-6245 |
| 477969 | Morales Missy       | 52100 | Utilities Office             | Spanish | 806-378-3030 |
| 448970 | Sandoval Yesenia    | 52100 | Utilities Office             | Spanish | 806-378-6059 |
| 435489 | Mata Martha         | 52110 | Director of Utilities        | Spanish |              |
| 222907 | Martinez Daniel     | 52200 | Water Production             | Spanish | 806-381-7905 |
| 461117 | Manuel Blea         | 52210 | Water Transmission           | Spanish | 806-341-1243 |
| 383656 | Madrid Antonio Jr   | 52210 | Water Transmission           | Spanish | 806-373-8294 |
| 426316 | Hernandez Gabriel   | 52210 | Water Transmission           | Spanish |              |
| 222245 | Carrera Salvador    | 52220 | Surface Water Treatment      | Spanish |              |
| 457682 | Arenas Herman       | 52230 | Water Distribution           | Spanish | 806-290-1138 |
| 443315 | Durinick Lucila     | 52230 | Water Distribution           | Spanish | 806-206-2883 |
| 207775 | Garcia Manuel       | 52230 | Water Distribution           | Spanish | 806-290-1892 |
| 470827 | Diaz Marcus         | 52230 | Water Distribution           | *       | 806-683-4793 |
| 477554 | Diaz Michael        | 52230 | Water Distribution           | *       | 806-670-5686 |
| 210832 | Gauna Robert        | 52230 | Water Distribution           | Spanish | 806-378-6830 |
| 479130 | Flores Jaime        | 52230 | Water Distribution           | Spanish | 806-340-1754 |
| 470832 | Hernandez Miguel    | 52230 | Water Distribution           | *       | 806-336-7024 |
| 478774 | Nunez Karina        | 52230 | Water Distribution           | Spanish | 806-410-5102 |
| 221377 | Baca Michael        | 52240 | Waste Water Collection       | Spanish | 806-673-8930 |
| 222428 | Campos Evaristo     | 52240 | Waste Water Collection       | Spanish | 806-382-2188 |
| 469107 | Chavez Anthony      | 52240 | Waste Water Collection       | Spanish | 806-324-7070 |
| 457804 | Garcia Ruben        | 52240 | Waste Water Collection       | Spanish | 806-290-3830 |
| 222437 | Martinez Fabian     | 52241 | Waste Water Collection       | Spanish | 806-678-9583 |
| 209293 | Rivero Jorge        | 52242 | Waste Water Collection       | Spanish | 806-336-6980 |

|        |                          |       |                                   |         |              |
|--------|--------------------------|-------|-----------------------------------|---------|--------------|
| 477351 | Carrillo Jose            | 52243 | Waste Water Collection            | *       | 413-204-3148 |
| 479141 | Gamez Ramon              | 52244 | Waste Water Collection            | Spanish | 806-378-6824 |
| 479140 | Quinones Luis            | 52245 | Waste Water Collection            | Spanish | 806-378-6824 |
| 272918 | Carrillo Petra           | 52260 | River Road Water<br>Reclamation   | Spanish | 806-681-0955 |
| 459835 | Martinez David           | 52261 | River Road Water<br>Reclamation   | Spanish | 806-690-7984 |
| 438635 | Minjarez Juan            | 52262 | River Road Water<br>Reclamation   | Spanish | 806-676-4449 |
| 275837 | Vasquez Jorge<br>Alberto | 52263 | River Road Water<br>Reclamation   | Spanish | 806-236-0767 |
| 394828 | Diaz Jesus               | 52270 | Hollywood Road Waste<br>Water Tre | Spanish | 806-353-5274 |
| 403113 | Ferrel Stephen           | 52271 | Hollywood Road Waste<br>Water Tre | Spanish | 806-367-9963 |
| 463744 | Jluna Daniel             | 52272 | Hollywood Road Waste<br>Water Tre | Spanish | 806-677-4743 |
| 448265 | Moya Jose                | 52273 | Hollywood Road Waste<br>Water Tre | Spanish | 806-300-1893 |
| 468529 | Medina Jose              | 52274 | Hollywood Road Waste<br>Water Tre | Spanish | 806-622-0722 |
| 221935 | Moya Margaret            | 52281 | Laboratory Administration         | Spanish | 806-282-4084 |
| 210236 | Solis Lorena             | 52281 | Laboratory Administration         | Spanish | 806-677-3186 |
| 413938 | Cruz Consuelo            | 52281 | Laboratory Administration         | Spanish |              |
| 461822 | Espino Juanita           | 52281 | Laboratory Administration         | *       | 806-367-1109 |
| 476684 | Pena Vanesa              | 52281 | Laboratory Administration         | Spanish | 806-418-6324 |
| 435912 | Carrasco Juan<br>Pablo   | 54110 | Airport Operations                | Spanish | 282-8069     |
| 208550 | Hernandez Eli            | 54110 | Airport Operations                | Spanish | 290-7917     |
| 455936 | Martinez Juan            | 54110 | Airport Operations                | Spanish | 832-229-8855 |
| 422036 | Sebastian David          | 54110 | Airport Operations                | Spanish | 773-331-0933 |
| 221548 | Morales Maria            | 54111 | Airport Operations                | Spanish | 806367-6188  |
| 441516 | Saucedo Erica            | 54112 | Airport Operations                | *       | 806-674-5894 |
| 206952 | Hernandez Jack           | 56100 | Drainage Utility                  | Spanish | 806-584-0173 |
| 208986 | Sanchez David            | 63125 | Workers Compensation              | Spanish | 806-236-0881 |
| 441184 | Araujo Cecilia           | 64300 | City Care Clinic                  | Spanish | 806-654-4818 |
| 223397 | Lucero Lorraine          | 64300 | City Care Clinic                  | Spanish | 806-670-2780 |

***Attachment F – Translation Service: Contact List***

Refugee Services of Texas  
1101 Fritch Hwy  
Amarillo, TX 79108

Catholic Charities of the Texas Panhandle  
2004 N Spring Street  
Amarillo, TX 79107

Refugee Language Project  
3107 Plains Blvd Space 500,  
Amarillo, TX 79102

Karibu Services  
Amarillo, Texas 79110  
Phone: (806) 502-9381  
Email: karibuserVICES50@gmail.com

Language Line Solutions  
1 Lower Ragsdale Drive, Building 2  
Monterey CA, 93940 USA  
Phone: (800) 752-6096

La Voz Hispana  
2801 W Amarillo Blvd  
Amarillo Texas 79101

Amarillo Chamber of Commerce  
1000 S. Polk Street  
Amarillo, TX 79105

Amarillo Hispanic Chamber of Commerce  
5725 West Amarillo Blvd  
Amarillo, TX 79106

Amarillo Area Black Chamber of Commerce  
900 N Hughes St.  
Amarillo Texas 79107

## **Attachment G – Amarillo City Transit Public Outreach Activities**



### **Amarillo City Transit Public Outreach Activities**

#### **General Outreach**

Beginning in March 2020 ACT realized that people were riding our buses to access COVID testing services. ACT immediately began offering free on demand service to the City of Amarillo testing site. When vaccines became available ACT offered free trips to clinics and infusion sites. The City of Amarillo five-member Advisory Committee for People with Disabilities continued to meet in 2020 and 2021 on Zoom meetings held on the first Thursday of February, April, June, August, October, and December. Eight citizens participated in these meetings. In person meetings began again in October 2021. One meeting has been held this year on April 7, 2022, with no outside participants. The February meeting was cancelled due to a snowstorm which shut down the city.

On October 10<sup>th</sup>, 2022, The ACT Transit Planner sent updated maps and schedule to organizations, non-profits, chambers, and others in Amarillo who reach a broad audience. This helped update our service across the board. This announcement helped inform those who may not use or check for updates on our service to know where and when ACT functions.

#### **Resource Fairs**

Amarillo City Transit was featured at the in the Mayor's State of the City presentation held in the baseball stadium on October 6, 2021. Local high school and college students and area residents filled the stadium to hear about various city programs and services.

Amarillo City Transit was featured at the in the Mayor's State of the City presentation held in the Sam Houston Park on September 10<sup>th</sup>, 2022. This was a vending event with the city to share and get people interested and active in using the resources the city provides. ACT interacted with families, Amarillo citizens, and Amarillo departments to share information about Transit.

On September 12<sup>th</sup>, 2022, An ACT representative went to a Tascosa High School Job Fair. An ACT representative interacted with students and their parents to educate and inform them of how to use public transit Amarillo City Transit. There are route connections to Tascosa which are not utilized by many students. Speaking with some families peaked interest in learning about an otherwise unused service to them.

On September 20, 2022, An ACT representative went to Amarillo College Advocacy & Resource Center's 11<sup>th</sup> Annual Resource Fair. ACT gave out schedules, explained public transit and made connections to AC organizational leaders. ACT also raised awareness of our Route 41/42 which serves this area.

ACT had two representative attend the 16<sup>th</sup> Annual Regional Caregivers Conference on November 3<sup>rd</sup>, 2022. ACT interacted with the present elderly, in addition to all other vendors at the event. This strengthened our connection to organizations within Amarillo which ACT has contracts with (AAA, CAP) and others who were not aware of our services. ACT provided information about our fixed routes, AAA, and ACT Connect services.

### **Eastridge Neighborhood**

ACT participated in the Eastridge Neighborhood planning process. Meetings were held on August 31, September 30, and October 5, 2021. Eastridge is a low income southeast Asian immigrant community in northeast Amarillo. The area is served by ACT Route 22/23. On October 22, 2021, ACT participated in the Eastridge Fall Festival with a booth to provide information and take service requests. ACT also provided tours of our Gillig bus to area residents. Four ACT staff visited with hundreds of area residents. The City of Amarillo provided language services.

Working with Panhandle Regional Planning Commission ACT provided a bus to bring 35 Eastridge residents to the Sod Poodles baseball team's opening day event on April 8, 2022, as part of the promotion of Panhandle Rides website. The Sod Poodles baseball organization provided free tickets for residents. ACT coordinated with Eastridge Elementary school Assistant Principals and area residents to provide language assistance for the excursion.

### **Barrio Neighborhood**

ACT worked through the Barrio Neighborhood Association to promote a new Route 30 on demand route for the neighborhood in October and November 2021. On October 10, 2021, ACT staff participated in the activities for the dedication of historic marker at 10<sup>th</sup> and Arthur with an information booth. ACT staff provide language services.

ACT administration office and operating facility is in the Barrio neighborhood, a low-income Hispanic community due south of downtown Amarillo. On October 16, 2021, working through Teresa Kenedy, Barrio neighborhood President, ACT opened its facility for a COVID-19 shot clinic. Twenty-one of our neighbors came to receive shots.

### **San Jacinto Neighborhood**

San Jacinto (San Jac) is a low income ethnically mixed community due east of downtown Amarillo on historic Route 66. The new ACT multimodal transfer terminal scheduled to be completed in July 2023 is in a light industrial area in the far southeastern portion of the San Jac neighborhood. The Routes 43/11 serve the area.

ACT met with Kathryn Traves and Sherri Ferguson the President and Communications Director of the neighborhood association respectively on August 5, 2021, to discuss terminal plans and service needs of the community. On April 30, 2022, ACT participated in the San Jac Neighborhood Watch gathering. City departments and community resources were represented. ACT was able to speak with residence and provide information regarding services.

### **North Heights Neighborhood**

Hamlet Elementary School resource fair. On September 27, 2022 ab ACT Connect representative went to this evening resource fair and shared information our services and how to use Transit from relevant locations. In addition, both the youth and parents were given information on transit services.

### **Refugee Outreach**

In 2022 ACT began working with Catholic Charities of the Texas Panhandle to assist refugees learn how to access the transit system. On February 18, 2022, the Transit Director made a presentation to 23 teens and young adult African, Burmese, and Karenni refugees. Catholic Charities provided translators for each group. Training included how to use the OneRide app, read paper timetables and locate a wide range of destinations via ACT routes.

On March 26, 2022, 18 Afghani refugees took half day travel training. One of the refugees is

now working for ACT.

On April 20, 2022, two African refugees were travel trained on how to access grocery stores and medical service via the bus.

On April 22, 2022, representatives for the Texas Refugee Service met the ACT staff to obtain information regarding ACT service. ACT followed up and provided individual trip schedules for their clients.

### **Head Start**

In March 2021 ACT visited with two head start classes to demonstrate how a bus works. They sang “The Wheels on the Bus” song with 30 children. ACT visited the Head Start classes again in May 2022.

### **Coming Home Organization**

On June 9, 2022, ACT staff met with the Coming Home team (Teresa Noack, Kris Pirkle and Nicole Rainey) to discuss transit service needs for the newly housed population. ACT also discussed what the PREP Academy workers need.

On August 15<sup>th</sup>, Transit met with Coming Home staff about accommodating locations and optimizing the transit to help the unhoused and recently housed communities. Spoke on food drive service deviations as well.

On August 26<sup>th</sup>, Transit met with Coming Home(Stefani Rodarte Suto and Jason Riddlespurger) to talk about the fare implementation and mitigation strategies for their communities.

On August 26<sup>th</sup> Transit attended an event at the Guyon Saunders Resource Center to share route information, fares, and surveys. ACT helped distribute information on schedules in addition to handing out ACT Applications and

### **Juneteenth**

On June 20 and 23, 2022, ACT participated in the Juneteenth empowerment series to share resources of the route systems with the public involved. ACT shared information on route pamphlets, nonrider transit surveys and CDL bus operator job descriptions.

### **Travel Training**

On August 8, 2022 A representative of ACT Travelled with an Afghani Refugee(Omar Khar) and travel trained him from home to work.

On August 18<sup>th</sup>, 2022, A representative of ACT Travelled with an Afghani Refugee(Arafata) and travel trained her from home to Amarillo College and home again.

On August 25<sup>th</sup>, 2022, A representative of ACT Forwarded scheduling information and provided over the phone assistance to an Afghani Refugee(Arafata).

ACT Transit was in contact with Chelsie Haney, a disability service coordinator with PILC, to organize and create a travel training document. The ACT Transit Planner created a document to guide their trip from start to finish of travelling from their office to the Tri-State fair on September 22, 2022. On the week of this event a shooting happened at the fair which prevented them from utilizing this guide. Rather ACT Transit helped guide them to an easier and safer location on the day of.

On September 29<sup>th</sup>, 2022, Two representatives of ACT did an organization travel training with Texas Panhandle Services. ACT provided fixed route and ADA service information. This was a great event which will help their organization understand what ACT offers, how to plan a trip, how to apply to disability services, and who to contact for help. Most of the attendees were part of their administration and will be informing more individuals in their organization.

On October 21<sup>st</sup>, 2022, Two representatives of ACT did an organizational travel training with Haven House. ACT explained how our service functions, both ACT Connect and fixed route services. ACT explained how to plan a trip, and answered any specific travel questions therein.

On November 8<sup>th</sup>, 2022, A representative of ACT did a travel training with a refugee family travelling from home to Amarillo College for school. The representative explained these routes(22/23 and 41/42) in great detail. They provided information on how to read schedules and maps to be able to transfer and plan trips for any needs.

On November 15<sup>th</sup>, 2022, A representative of ACT did a travel training with a refugee family travelling from Route 22 to routes 11/43 for errands and shopping. ACT explained these routes(22/23 and 11/43) in great detail. ACT provided information on how to read schedules and maps to be able to transfer and plan trips for any needs.

### **College Outreach**

On September 9<sup>th</sup>, 2022, Texas Tech Veterinary Medicine School(SVM) reached out and is organizing with us on how to get a transportation service for their students. The president of their student organization collected and presented survey information on location and times best for their students schedules. The SVM has a diverse student body in need of organized transportation to and from school.

On September 23<sup>rd</sup>, 2022, Two representatives of ACT met with an organizer from Amarillo College to discuss service change, students transportation surveys, outreach events at their school. From this ACT is in contact to create a service change survey and organize outreach events to discuss these changes for Routes 41 and 42. This has prompted us to have Survey Monkey Access through the Amarillo City Communications Department.

On October 24<sup>th</sup>, 2022, ACT Transit reached out to our SVM contact to inform them of a morning and evening commute that ACT is now able to offer their students by expanding the service hours of Route 13. This commute will be used mosly by international students without personal transportation.

On November 15<sup>th</sup>, 2022, Service implementation for the SVM Commute will be moved to January first to provide notice to current and prospective students of this service.

On November, 7<sup>th</sup>, 2022, ACT implemented a service change survey to the students at Amarillo College. This survey will allow us to see how a service change to routes 41 and 42 will affect the student body. ACT also will gain perspective on future goals and values of AC.

***Attachment H – Title VI Equity Analysis***

# TITLE VI EQUITY ANALYSIS

**Amarillo City Transit Multimodal Transit Facility**



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## Background and Project Description

The City of Amarillo implemented the Amarillo City Transit new service in Fiscal Year (FY) 2018 with (12) fixed bus routes, (1) on-demand bus route, and Spec-Trans services. Amarillo City Transit demand response, Spec-Trans vans are accessible to individuals with disabilities. The City of Amarillo, Texas, operates Amarillo City Transit with financial support from the Federal Transit Administration (FTA), the Texas Department of Transportation (TxDOT), and the City’s General Fund.

The Amarillo City Transit is looking for independent space for a multimodal transit facility with Greyhound and Panhandle Transit. The City of Amarillo/Amarillo City Transit wanted to house this facility on land that the City currently owned and the locations would be preferred near downtown Amarillo, Texas.

## Study Purpose

The Amarillo City Transit Multimodal Transit Facility requires a minimum of three acres of property outside of downtown Amarillo, Texas. The City reviews all property within the Amarillo city limits in the Potter County Appraisal District with over three acres and parcels that were next to an active residential subdivision were removed from consideration. Large parcels were put into consideration for multiple sites. Due to the site’s relocation from downtown to outside of downtown Amarillo, Texas, all three alternatives were located on two or more different parcels.

The purpose of this study is to analyze the top three locations in the site selection analysis to ensure that the alternatives and final selected location were selected without regard to race,

color, or national origin. This study also compares the equity impacts of the three alternatives. The following three candidate sites were evaluated for use by Amarillo City Transit:

- Site 1 – up to 2.06 acres available
- Site 2 – up to 2.76 acres available
- Site 3 – up to 1.6 acres available

As per the Federal Transit Administration (FTA) requirements in Circular 4703.1 (Environmental Justice), Title VI equity analyses for the location of facilities must occur in the planning stage before a preferred site has been selected. Sites will be evaluated and ranked as part of the site selection analysis. The Title VI analysis represents just one of the criteria used in the evaluation.

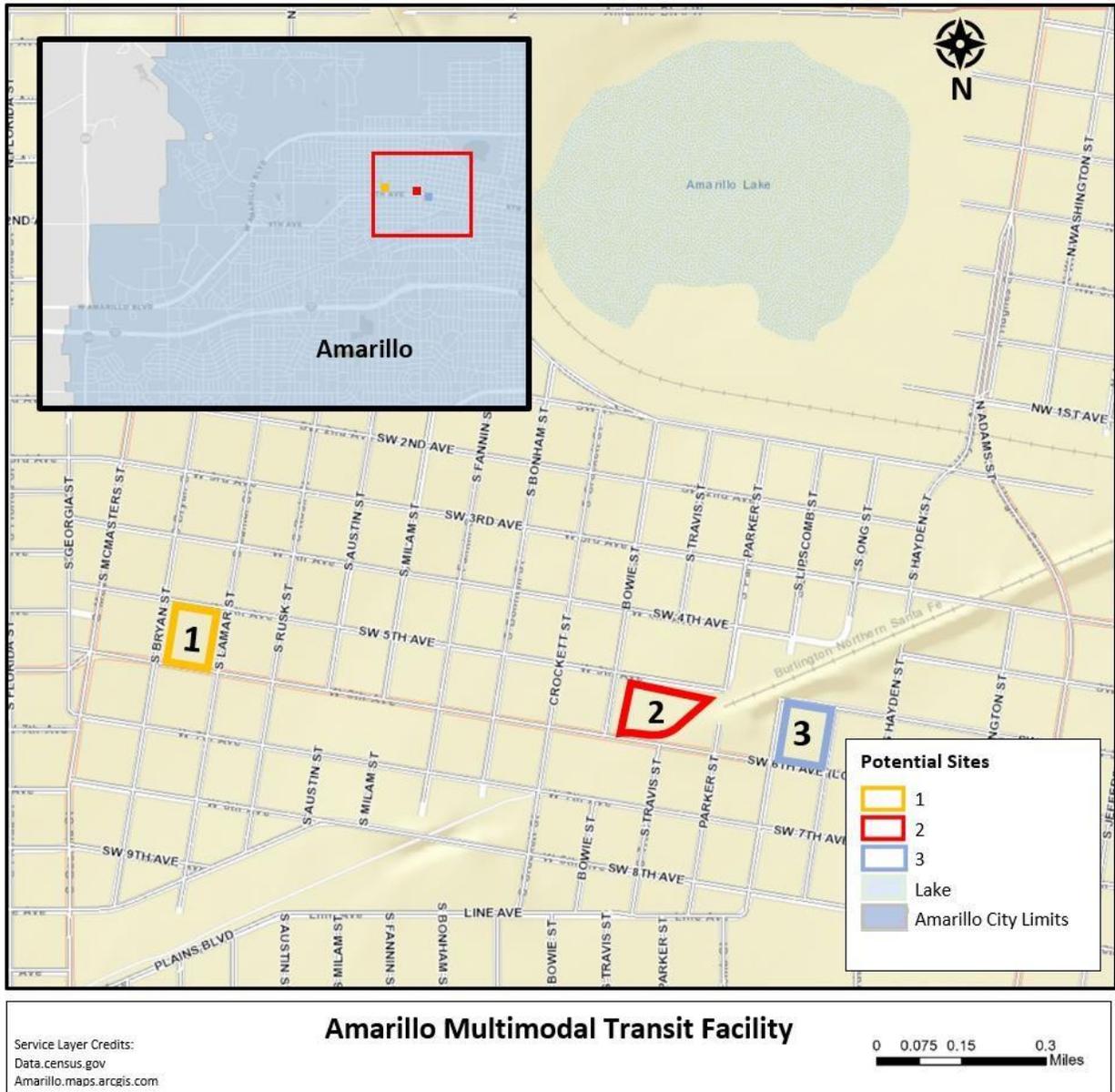


Figure 1 – Alternative Sites for Consideration

## Title VI Compliance Requirements

The City of Amarillo/ Amarillo City Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services on the basis of race, color, or national origin, as protected by Title VI and required by guidelines in FTA Circular 4702.1.B (Title VI).

Title 49 CFR Section 21.5(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to

which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR Part 21, Appendix C, Section 3(iv) provides that “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.”

The City of Amarillo/ Amarillo City Transit is required to conduct a Title VI equity analysis to demonstrate that the facility is selected without regard to race, color, or national origin. Per guidance in the circular, the analysis must:

- Include outreach to persons potentially impacted by the siting of the facility;
- Compare impacts of various siting alternatives;
- Determine if cumulative adverse impacts might result due to the presence of other facilities with similar impacts in the area; and
- Occur before the selection of the preferred site.

If disparate impacts are identified, the least discriminatory alternative must be implemented.

## **Site Selection Process**

Since the top three sites are on two or more different parcels, the new Amarillo City Transit Multimodal Transit Facility must meet several important criteria:

- Environmental Conditions;
- Surrounding Land Use;
- Utility Availability and Drainage Ease;
- Historical Significance; and
- Site Equity Analysis.

City of Amarillo/ Amarillo City Transit studied potential locations and reviewed available properties that would have the adequate space for the facility and have the least impact on residential neighborhoods. The desired location would be in or near the Downtown Urban Design area. The City of Amarillo/ Amarillo City Transit analyzed to accommodate Greyhound and Panhandle Transit. All other city land was either too small or too far away to be desirable.

No neighborhood in the City of Amarillo was disqualified from the selection process. Race, color, and national origin of residents were not considered during the identification or evaluation of potential sites.

## **Benefits and Burdens Analysis**

City of Amarillo/ Amarillo City Transit reviewed benefits and burdens of each site to determine any impacts that might adversely affect the community. There was no

displacement of residents at any of the three sites considered in this site selection. There is an active government business on Site 1 that maybe displaced if Site 1 is chosen. There is two active government businesses on Site 3 that maybe displaced if Site 3 is chosen.

| Table 1: Benefits and Burdens  |   |
|--|---|
| Benefits/ Positive Impacts   | Burdens/ Adverse Impacts  |
| <b>Site 1</b>  |   |
| <ul style="list-style-type: none"> <li>• 2 fire hydrants adjacent to the site</li> <li>• Gas and overhead electrical are available on the north side of the site along 5<sup>th</sup> Ave.</li> <li>• In an “Area of Minimal Flood Hazard” – i.e. not in the 100-year flood plain</li> <li>• Outside the Downtown Urban Design Standard area</li> <li>• Zoned L-1 Light Industrial</li> </ul>  | <ul style="list-style-type: none"> <li>• Two structures must be demolished</li> <li>• Water and sewer available, however there may be additional costs to relocate/ abandon the sewer line that currently occupy the site</li> <li>• Active business on site</li> </ul>   |
| <b>Site 2</b>  |   |
| <ul style="list-style-type: none"> <li>• City-owned Property</li> <li>• Water and sewer are available adjacent to the site</li> <li>• There are 3 fire hydrants within one block of the site</li> <li>• Gas and overhead electrical are available on the north side of the site along 5<sup>th</sup> Ave.</li> <li>• The “Rock Island Rail Trail” linear park could be extended 2 blocks up to this site and provide walking and bike access to the Facility if this site is selected</li> <li>• In an “Area of Minimal Flood Hazard” – i.e. not in the 100-year flood plain</li> <li>• Outside the Downtown Urban Design Standard area</li> <li>• Zoned L-1 Light Industrial</li> </ul> | <ul style="list-style-type: none"> <li>• One structure that must be demolished along with fencing and an old slab</li> </ul>  |
| <b>Site 3</b>  |   |
| <ul style="list-style-type: none"> <li>• There are 2 fire hydrants adjacent to the site</li> <li>• In an “Area of Minimal Flood Hazard” – i.e. not in the 100-year flood plain</li> <li>• Outside the Downtown Urban Design Standard area</li> <li>• Zoned L-1 Light Industrial</li> </ul>   | <ul style="list-style-type: none"> <li>• Two structures must be demolished</li> <li>• Water and sewer are available, however there may be additional costs to relocate/ abandon the water and sewer lines that currently occupy the site</li> <li>• Gas and overhead electrical are available but run in the alley in the middle of the site. There would likely be a significant cost to relocating these lines.</li> <li>• Active businesses on site</li> </ul> |

## Alternative Equity Analysis and Cumulative Impacts

While location, size, price, and other criteria were used to select the three candidate properties, Amarillo City Transit analyzed demographics to ensure the site selection would have no disparate impact due to race, color, or national origin. Two sites are on the same U.S. Census Tract Block Group and one site is on a different U.S. Census Tract Block

Group, Amarillo City Transit looked at the U.S. Census Tract Block Groups in comparison to the U.S Census Tract as a whole and the City of Amarillo.

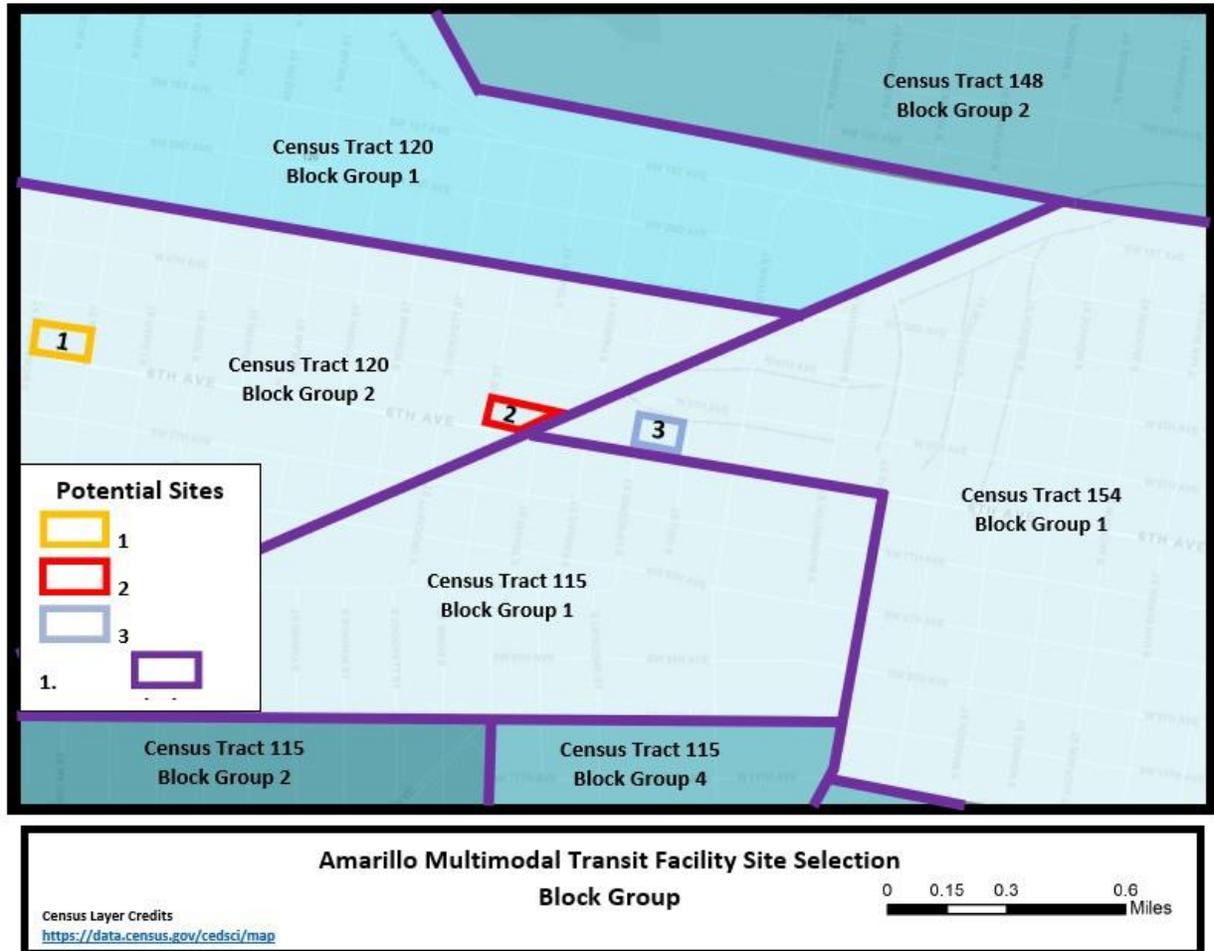


Figure 2 – Census Blocks Near Site

In the City of Amarillo according to the 2014-2019 (for S1701, Poverty Status in the Past 12 Months) and 2014-2019 American Community Survey 5-Year Estimates, 5.2% of individuals over the age of five have limited English proficiency, with 24.8% speaking a language other than English at home; 17.9% of the population is not “White;” 15.1% of the population is below the poverty level; and the median income is \$52,725.

When reviewing the Block Group and Census Tract data in comparison to the City demographics, there is a higher percentage of individuals who do identify as “White” and a higher average of individuals under the Poverty Line. The Block Group and Census Tract have lower average of individuals with Limited English Proficiency percentage and Median Income for households than the average for the City.

| Table 2: Demographic Data                     |                                      |                                      |                     |                                      |                     |                        |
|---|--------------------------------------|--------------------------------------|---------------------|--------------------------------------|---------------------|------------------------|
| Census Location                               | Block Group 1<br>Census Tract<br>120 | Block Group 2<br>Census Tract<br>120 | Census Tract<br>120 | Block Group 1<br>Census Tract<br>154 | Census Tract<br>154 | City –<br>Amarillo, TX |
| <b>Total Population</b>                       | 1,033                                | 544                                  | 1,577               | 363                                  | 2,313               | 198,955                |
| <b>White</b>                                  | 832                                  | 466                                  | 1,298               | 262                                  | 1,829               | 163,433                |
| <b>Non-White</b>                              | 201                                  | 78                                   | 279                 | 101                                  | 484                 | 35,522                 |
| <b>Non-White Percentage</b>                   | 19.5%                                | 14.3%                                | 17.7%               | 27.8%                                | 20.9%               | 17.9%                  |
| <b>Population under Poverty Line</b>          | 150                                  | 133                                  | 555                 | 51                                   | 821                 | 29,645                 |
| <b>Percentage under Poverty Line</b>          | 36.4%                                | 42.9%                                | 35.2%               | 38.1%                                | 35.5%               | 15.1%                  |
| <b>Median Income (Households)</b>             | \$30,075                             | \$16,786                             | \$23,281            | -                                    | \$25,147            | \$52,725               |
| <b>Limited English Proficiency Percentage</b> | 6.1%                                 | 11.0%                                | 8.2%                | 0.0%                                 | 11.5%               | 24.8%                  |

Source: Data from U.S. Census Bureau 2014-2019, American Community Survey 5-Year Estimates

| Table 3: Equity Impact Comparison   |   |  |  |
|---|---|--|--|
|   | Site 1  | Site 2   | Site 3   |
| Who would be impacted by selecting this site?   | Active business on site   | Surrounding business by site   | Active businesses on site  |
| Will selecting this site require displacement of residents or businesses?               | Yes   | No   | Yes  |
| Listed other similar facilities nearby including maintenance, storage, operations, etc. | <ul style="list-style-type: none"> <li>▪ Automotive shops</li> <li>▪ Storage units</li> </ul> | <ul style="list-style-type: none"> <li>▪ Hardware stores</li> <li>▪ Supply stores</li> <li>▪ Automotive shops</li> </ul> | <ul style="list-style-type: none"> <li>▪ Hardware stores</li> <li>▪ Supply stores</li> <li>▪ Automotive shops</li> </ul> |

***Attachment I – Title VI Approval***

City Council Agenda  
City Council Minutes  
City Council Resolution