

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

**Amarillo City Transit  
April 2014**



# **SPEC-TRANS**

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

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

Unless there are safety concerns that prevent the driver from entering the parking lot, trained operators will maneuver the bus thru the parking lot and park the vehicle adjacent to the entrance of the passenger's destination. Spec-Trans passengers should meet the van at the curb of the pick-up address, and will be dropped off at the entrance of their destination address.

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

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

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

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

More Origin to Destination or Assistance to the Door policy information can be found on page 8.

## **What Holidays Are Observed?**

Spec-Trans does not operate on the following holidays:

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

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

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

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

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

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

You may request an application be mailed to your home address by calling 378-3095 or 372-6234 (TDD). You may also pick-up an application in our office at 801 S.E. 23<sup>rd</sup> Avenue. Interviews for potential riders are held at Panhandle Independent Living Center located at 417 SW 10<sup>th</sup> Ave. or at Amarillo City Transit located at 801 S.E 23<sup>rd</sup>. Upon receipt of your completed application you will receive a letter from the Transit Department with more information. Each applicant is required to complete an application. **Incomplete applications will not be considered and will be returned to the applicant.**

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

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

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

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

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

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

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

Once the interviews are completed, the Transit Department will review the applications and the recommendations of the interviewers. You will be notified in writing of your eligibility status within 21 days of the assessment interview.

## **Who Is Eligible to Use Spec-Trans?**

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

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

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

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

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

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

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

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

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

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

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

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

### **What is Conditional Eligibility?**

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

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

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

## **Recertification of Eligibility**

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

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

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

## **Appeals Process**

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

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

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

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

Amarillo City Transit  
PO BOX 1971  
Amarillo, Texas 79105

You may call or have a friend, family member or care giver call 806-378-6842  
Email [Judy.Phelps@amarillo.gov](mailto:Judy.Phelps@amarillo.gov)

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

### **No Show Policy**

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

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

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

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

No-show limits are as follows:

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

If a no-show occurs, you will be sent a letter containing the date and time of the no-show. The appeals process which must be initiated in ten (10) business days of receipt of the letter. Late appeals will not be accepted.

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

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

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

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

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

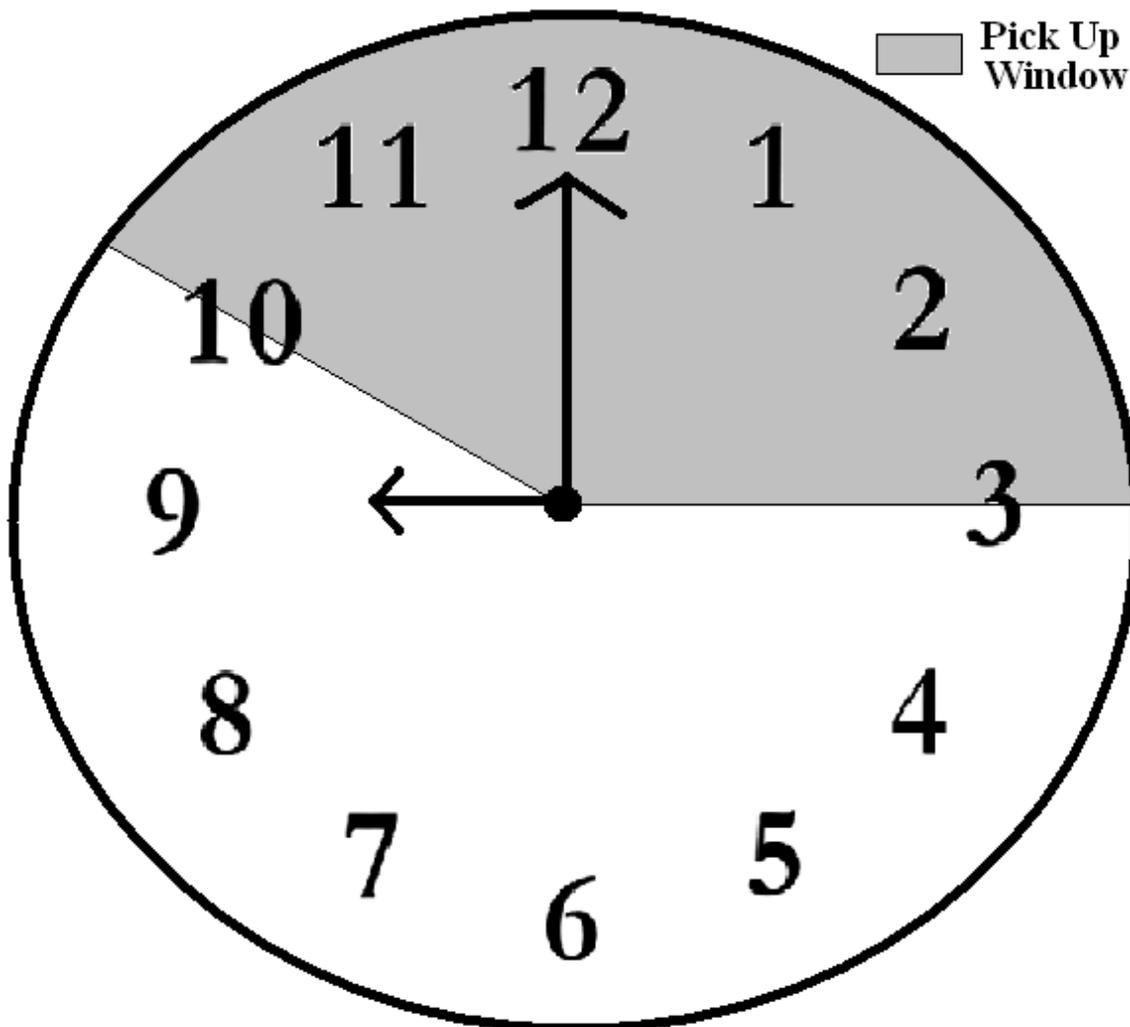
All return trips must be scheduled at the same time the original trip is scheduled. **“Will Calls” are not accepted.**

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

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

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

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



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

The passenger or person requesting the trip(s) is responsible for notifying the dispatchers if they need to be dropped off at an alternative door due to construction. Drivers are not allowed to change a pick-up or drop-off address. Due to increased demand for Spec-Trans service ACT cannot make early pick-ups.

**Scheduling Tips:** When you call to schedule trips, have a pen and paper handy so you can write down important information like your estimated twenty-five (25) minute window of time when you need to be ready to board the bus. If you are scheduling several trips, have all of the information for each trip available before you call. This will help the dispatcher to serve you efficiently.

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

## What is Origin to Destination or Assistance to the Door

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

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

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

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

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

To request this service in the future, notify the dispatcher when you schedule your trip or ask the dispatcher to include the information in your certification file and note the information on your Spec-Trans application. **The driver must maintain sight of the vehicle at all times and may not lose sight of the vehicle at any time for any reason.**

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

- Entering a building beyond the threshold or the ground level
- Parking vehicles in a location that blocks or impedes traffic
- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Locking/unlocking doors or activating/deactivating house alarms
- Carrying, loading/unloading personal items
- Operating a passengers electric wheelchair
- Leaving the bus unattended
- Losing sight of the vehicle
- Enter gated parking lots or apartment complexes
- Or take any action that would clearly be considered unsafe
- Any action that would fundamentally alter the nature of the service
- Any action that would create an undue burden

Unless there are safety concerns that prevent the driver from entering the parking lot, trained operators will maneuver the bus thru the parking lot and park the vehicle adjacent to the entrance of the passenger's destination. Spec-Trans passengers should meet the van at the curb of the pick-up address, and will be dropped off at the entrance of their destination address.

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

Amarillo City Transit allows passengers to bring a Personal Care Attendant with them if they require assistance beyond the scope of allowed assistance a driver can offer. PCAs are allowed to ride free of charge.

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

As a shared-ride system, travel time can vary depending on the number of rides being accommodated. It is usually much less, but rides will be scheduled so your time on board is no more than the length of time that a comparable trip would take if made on a regular fixed route bus. Sometimes extenuating circumstances do occur creating exceptions (e.g. traffic conditions, road construction, weather) over which Amarillo City Transit has no control. Occasionally when this happens, some trips may exceed this standard.

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

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

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

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

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

## What is a No Show?

Spec-Trans is a vital community resource. A no show happens when the van arrives within the agreed upon pickup window and the passenger does not board within 5 minutes is absent or declines to travel. A no-show for a typical ride costs Amarillo City Transit over \$34 in expense; therefore, no-shows are an inefficient use of valuable public resources. No-shows make it difficult to schedule rides and delay pickups / drop-offs. Passengers are responsible for maintaining a low no-show rate or they will be subject to suspension of service as outlined in the No-Show Policy on page 5.

## Subscription Service

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

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

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

The fare for each one-way trip is:

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

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

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

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

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

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

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

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

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

Passengers are not allowed to eat, drink, or smoke while on board.

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

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

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

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

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

*Amarillo City Transit does not provide personal care attendants*

### **Guests**

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

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

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

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

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

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

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

Passengers who are disruptive, violent or refuse to follow the rules will first receive a warning letter. The second incident will result in a thirty (30) day suspension. If the problem persists, a complete revocation of riding privileges may result.

### **Service Animal Policy**

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

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

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

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

## What Happens if My Appointment is Running Late?

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

1. Your name
2. The time of your scheduled return trip pick-up
3. Every effort will be made to adjust your return trip pick-up time and assign another bus to pick you up at a later time. **Because schedules are set the day before, there will be a delay of an hour or more before another vehicle is available to accommodate your trip.**

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

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

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

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

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

The passenger may either have a no-show removed from their record, or accept a free round trip.

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

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

Spec-Trans drivers must follow these rules of conduct:

- Conduct themselves and operate their bus in a safe and courteous manner at all times.
- Keep their buses clean and report any mechanical problems immediately.
- Not allowed to eat or smoke aboard the vehicles.
- Drinking of alcoholic beverages is strictly forbidden.
- Other drinks must be in a spill proof container.
- Make passenger stops in a safe location and manner.
- Not allowed to carry objects for passengers.

- Not allowed to accept tips or gratuities.
- Not allowed to have earplugs, earphones or headsets on while driving.
- Portable radios are not allowed in the bus.
- Must wear their seat belts when the bus is in motion.
- Report any disruptive behavior, wheelchair malfunctions, or problems encountered while transporting any passenger.
- Under no circumstances are the drivers allowed to lift passengers. If this is necessary, personal care attendants are required for the passenger's assistance.

### **Identification Card**

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

### **Accessible Fixed Route**

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

### **Fixed Route Rider Program**

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

### **Fixed Route Travel Training**

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

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

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

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

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

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

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

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

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

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

Reservations/Cancellations: **378-3095**

Judy Phelps,  
Transit Manager:               **378-6842**

Alan Terry, Spec-Trans  
Operations Supervisor:       **378-6843**

TDD                               **372-6234**

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

Spec-Trans service hours are from 6:30 AM to 6:30 PM. If you miss your pickup please call the dispatch office at 378-3095, the dispatcher will work you back into the schedule, however it will take an hour or more to pick you up. If you are not on the bus by 6:30 PM then you will need to arrange for alternative transportation at your own cost.

Yellow Cab Company has a vehicle that can accommodate a wheelchair; their number is 371-8294. Other cab companies are listed below (please note they are not accessible to wheelchair users):

Taxi Pros       350-7777  
Ace's Taxi      676-7263  
Bob's Taxi     373-1171

You may also try Lefleur Transportation at 800-844-0046

## **Accessibility Statement**

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

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

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

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

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

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

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

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

**Accessibility Statement**

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

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





# ***Spec-Trans Application***

**Amarillo City Transit**

**April 2014**



## SPEC-TRANS APPLICATION

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

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

Amarillo City Transit provides the following services:

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

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

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

**Spec-Trans (ADA para-transit service):** This service is for individuals with physical, cognitive or sensory disabilities that prevent them from using the Fixed Route bus system. A disability alone does not qualify an individual for para-transit service. Eligibility is not based on the applicant's disabilities, but on their functional capabilities to use the accessible fixed route bus service.

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

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

## **ADA Para-transit Eligibility Determination**

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

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

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

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

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

Individuals who are determined eligible for ADA para-transit service will be given one of the following eligibilities, based upon their **functional capabilities**:

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

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

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

## **The Interview**

All persons applying for Spec-Trans service will be required to complete an application and participate in an in person interview. The application will be considered incomplete until the applicant attends an in person interview. Amarillo City Transit will provide a ride, free of charge, to and from the interview site. We recommend you use this ride to become familiar with the system, and so you can ask any questions that may arise during the trip.

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

**Phone:** (806) 378-3095

**TDD:** (806) 372-6234

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

**Fax:** (806) 378-6846

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

## **Accessibility Statement**

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

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

## Amarillo City Transit Spec-Trans Application

General information:

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

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

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

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

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

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

Male:  Female:  Date of birth: \_\_\_\_\_

Primary Language  English  Spanish  Vietnamese

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

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

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

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

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

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

*Do you have a caseworker?*

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

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

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

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

May we contact your caseworker?  yes  no

## About your Disability or Limitations

Please **check all that apply** of the following statements which best define the nature of your disability or limitation that prevents you from using Fixed Route bus service. Describe your specific needs in the space provided.

I have a mobility impairment which prevents me from getting to/on a fully accessible vehicle. If you checked this item, describe the nature of this condition and any environmental obstacles (such as inclines, curbs and distance) which affect your ability to access the fixed route bus. The condition is  temporary  permanent.

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I have a visual impairment that prevents me from finding my way to a fixed route bus stop. If checked describe the nature of your condition and the functional level of vision. The condition is  temporary  permanent.

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I have a cognitive disability which prevents me from remembering and understanding Information needed to get myself to and from the bus stop. If checked describe the characteristics of your condition. The condition is  temporary  Permanent.

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I have a severe medical condition which limits my ability to function. If checked describe the condition and note whether your condition is temporary or permanent, and if it is episodic in nature (i.e. do you have good days or times when you can access public transportation and bad days when you cannot). The condition is  temporary  permanent.

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My functional limitations do not fit into any of the above categories. I am unable to access the fixed route bus service because:

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

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

Do you currently use fixed route bus service?  Yes       No

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

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How does your disability affect your ability to:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

How long have you been disabled? \_\_\_\_\_

What treatment or care do you receive for your disability? \_\_\_\_\_

What mobility equipment do you use?

- |  |                                       |  |
|--|---------------------------------------|--|
| <input type="checkbox"/> manual wheelchair | <input type="checkbox"/> walker       | <input type="checkbox"/> service animal  |
| <input type="checkbox"/> power wheelchair  | <input type="checkbox"/> cane         | <input type="checkbox"/> portable oxygen |
| <input type="checkbox"/> power scooter     | <input type="checkbox"/> braces       | <input type="checkbox"/> crutches        |
| <input type="checkbox"/> prosthesis        | <input type="checkbox"/> other: _____ |  |

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

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

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

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

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

To request this service in the future, notify the dispatcher when you schedule your trip or ask the dispatcher to include the information in your certification file or note the information on your Spec-Trans application. **The driver must maintain sight of the vehicle at all times and may not lose sight of the vehicle at any time for any reason.**

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

- Entering a building beyond the threshold or the ground level
- Parking vehicles in a location that blocks or impedes traffic
- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Locking/unlocking doors or activating/deactivating house alarms
- Carrying, loading/unloading personal items
- Operating a passengers electric wheelchair
- Leaving the bus unattended
- Losing sight of the vehicle
- Enter gated parking lots or apartment complexes
- Any action that would clearly be considered unsafe
- Any action that would fundamentally alter the nature of the service
- Any action that would create an undue burden

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

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

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

## FREQUENT DESTINATIONS

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

1. Where do you go? \_\_\_\_\_

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

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

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

2. Where do you go? \_\_\_\_\_

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

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

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

3. Where do you go? \_\_\_\_\_

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

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

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

Do you use the fixed route buses now?  yes  no

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

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

**ADDITIONAL INFORMATION**

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

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

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

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

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

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

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

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

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

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

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

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

**AUTHORIZATION FOR RELEASE OF INFORMATION**

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

I also understand that I need to participate in an in person interview to determine my eligibility.

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

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

## APPLICANT'S CERTIFICATION

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

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

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

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

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

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

Name of person completing application: \_\_\_\_\_

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

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

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

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

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

**Spec-Trans Eligibility Assessment Interview Determination**

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

**AMARILLO CITY TRANSIT  
INTERVIEW FORM**

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

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

New Application                       Recertification

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

**Background Information:**

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are You Currently Taking Medications?

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How Do Your Medications Assist You? \_\_\_\_\_

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Do You Have Any Side Effects From Your Medications? If Yes, What Are They?

Are Effects of Your Disability the Same Every Day?  Yes  No

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

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Are You Temperature Sensitive? Does the heat or cold affect your functioning?

Yes (Heat > \_\_\_\_\_ Cold < \_\_\_\_\_)  No

**Information About Mobility Aids:**

Mobility Aids Reportedly Used:

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

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

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

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

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

- Dependent  Independent  Partial Assist

If Partial Assist, Explain:

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

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

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

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

To request this service, notify the dispatcher when you schedule your trip or ask the dispatcher to include the information in your certification file. **The driver must maintain sight of the vehicle at all times and may not lose sight of the vehicle at any time for any reason.**

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

- Entering a building beyond the threshold or the ground level
- Parking vehicles in a location that blocks or impedes traffic
- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Locking/unlocking doors or activating/deactivating house alarms
- Carrying, loading/unloading personal items
- Operating a passenger's electric wheelchair
- Leaving the bus unattended
- Losing sight of the vehicle
- Enter gated parking lots or apartment complexes
- Any action that would clearly be considered unsafe
- Any action that would fundamentally alter the nature of the service
- Any action that would create an undue burden

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

- Yes       No       Sometimes

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

If Applicant Uses a Manual Wheelchair, How Did They Operate It?

- |  |   |
|--|---|
| <input type="checkbox"/> Two Hands                           | <input type="checkbox"/> One Hand             |
| <input type="checkbox"/> Wearing Splints or Adaptive Devices | <input type="checkbox"/> Pushes With Two Feet |
| <input type="checkbox"/> Pushes With One Foot                | <input type="checkbox"/> Not Applicable       |
| <input type="checkbox"/> Other: _____                        |   |

### Travel Information

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

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

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

Can You Buckle Your Own Seatbelt?  Yes  No

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

Are You Able to Cross Streets Without Help?  Yes  No

Do You Drive?  Yes  No

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

Have You Ever Used the Fixed Route Buses?  Yes  No

If Yes, Why Did You Stop Using the Fixed Route Buses?

\_\_\_\_\_  
\_\_\_\_\_

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

How Do You Think Travel on Spec-Trans Will Be Better Than Travel on Fixed Route Bus?

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

## Personal Observations

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

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

### Observation Notes:

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

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

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

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

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

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

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

**Accessibility Statement**

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

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



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