



Title VI Program
For 5307 Assistance Programs
December 1st, 2022

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Policy Statement

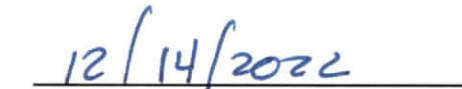
In accordance with Title VI regulations (49 CFR Part 21) and consistent with the Federal Transit Administration (FTA) Circular 4702.1B: Title VI Requirements and Guidelines for Federal Transit Administration Recipients, the City of Amarillo (COA) assures that no person shall on the grounds of race, color, 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).



City Manager

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 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, in public areas at ACT's office located at 801 SE 23rd 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 or at the administrative offices located at 801 SE 23rd 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.

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.

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 for information herein. Contact the Transit Planner, Julia Miller, by phone at (806) 378 - 6923, or emailed at 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 23rd 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%	
Total:	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 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

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	
Total:	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 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 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.

	Caucasian	Latino	African American	Native American	Asian American
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 inquiries 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
8400 Series 27' Bus	14	7	21
8870 & 9000 Series 23' Van	14	0	14
8800 Gillig Bus	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 3rd & 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.

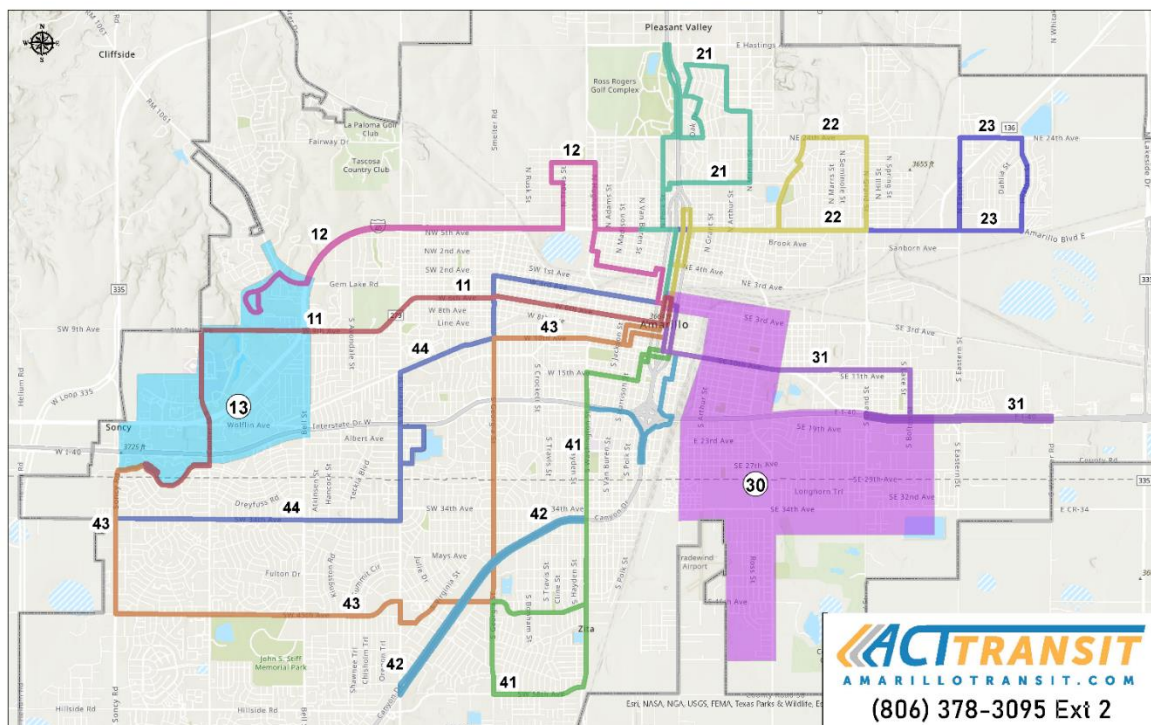
Public transportation services are operated Monday through Friday from 6:20 am until 7:00 pm and 6:20 am to 6:30 pm on Saturdays. No service is provided on Sunday, New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. ACT operates on a Saturday schedule for Martin Luther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



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 shelters, 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. 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.

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. 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.

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. 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.

Accessibility Statement

Amarillo City Hall is accessible to individuals with disabilities through its main entry on the south side (SE 7th 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.

Attachment B – Title VI Complaint Form: English**(ACT) Civil Rights Complaint Form**

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

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

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

ACT is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 business days and ADA complaints 90 business days of the date of the alleged discrimination.

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

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

Section I	
Your Name:	Home Phone:
Street Address:	Work Phone:
E-Mail Address:	City, State. & Zip Code:
Do you need this information in an accessible format? Large Print TDD Audio Tape Other_____	
Section II	
Are you filing this complaint on your own behalf: Yes* No *If you answered yes, go to Section III	
If no, please supply the name and relationship of the person for whom you are complaining: Name_____Relationship_____	
Please explain why you have filed a complaint for a third party:_____ _____	
Please print and sign your name acknowledging that you have obtained permission to file this complaint on behalf of the third party	

Printed Name _____ Signature _____
Section III
I believe the discrimination I experienced was based on (circle all that apply) Race _____ Color _____ National Origin _____ Date of alleged discrimination (Month, Day, Year): _____ Explain what happened and why you believe that you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.
Section IV
Have you previously filed a Title VI complaint with this agency? Circle the appropriate answer - Yes No
Section V
Have you filed this complaint with any other Federal, State or local agency or with any Federal or State court? Circle the appropriate answer - Yes No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> State Agency: _____ <input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> Local Agency: _____ <input type="checkbox"/> State Court: _____ Please provide contact information at the agency/court where the complaint was filed: Name _____ Title _____ Phone Number _____ Agency _____ Address _____
Section VI
Name of agency complaint is against: _____ Contact person: _____ Title: _____ Telephone Number: _____

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

Print your name

Sign your name

Date

Please submit this form in person to:

Mail this form to:

Amarillo City Transit
 801 South East 23rd
 Amarillo, Texas 79103
 Route 30 stops at the front door

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

Date Received: _____

Received By: _____

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

Por favor, explique por qué está presentando una queja para un tercero: _____ _____
Por favor imprima y firme con su nombre aceptando que haya obtenido permiso para presentar esta queja en nombre de un tercero Letra de Molde Nombre _____ Firma _____
Sección III
Creo que la discriminación que experimenté está basada en (marque todo lo que aplique) Raza _____ Color _____ Nacionalidad _____ La fecha de la presunta discriminación (Mes, Día, Año): _____ Explique lo que ocurrió y por qué creyó que fue discriminado. Describa todas las personas que estuvieron involucradas. Incluya el nombre e información de contacto de la persona o personas que le discriminaron (si los conoce), así como los nombres e información de contacto de cualquier testigo. Si se requiere de más espacio, por favor use la parte posterior de este formato.
Sección IV
¿Había presentado alguna vez una queja con respecto al Título VI con esta agencia? Marque la respuesta apropiada - Sí No
Sección V
¿Ha presentado esta queja ante otra agencia Federal, Estatal o local o con alguna corte Estatal o Federal? Marque la respuesta apropiada - Sí No Si la respuesta es sí, revise todas las que apliquen: <input type="checkbox"/> Agencia Federal: _____ <input type="checkbox"/> Agencia Estatal: _____ <input type="checkbox"/> Corte Federal: _____ <input type="checkbox"/> Agencia Local: _____ <input type="checkbox"/> 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: _____ 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 23rd
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

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

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

Tên (Bằng chữ in) _____ Ký tên _____

Phần III

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

Chủng tộc _____ Màu da _____ Nguồn Gốc Quốc Gia _____

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

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

Phần IV

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

Phần V

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

Nếu có, đánh dấu những mục đúng:

☐ Cơ quan cấp Liên Bang: _____

☐ Cơ quan cấp Bang: _____

☐ Tòa án Liên Bang: _____

☐ Cơ quan Địa phương: _____

☐ Tòa án Bang: _____

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

Tên người nhận _____ Chức Danh _____ Số điện thoại _____

Tên cơ quan _____ Địa chỉ _____

Phần VI

Tên cơ quan đã bị khởi kiện lần trước: _____

Người liên lạc: _____ Chức danh: _____

Số điện thoại: _____

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

Viết tên bằng chữ in

Ký tên

Ngày tháng năm

Vui lòng nộp trực tiếp đơn kiện này cho:

Amarillo City Transit

801 South East 23rd

Amarillo, Texas 79102

Dừng trước cửa chính đường 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/ 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 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 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 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 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 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 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 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 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 Shawna	1740	Building Safety	ASL	806-433-7191
468083	Quebedeaux 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 Reclamation	Spanish	806-681-0955
459835	Martinez David	52261	River Road Water Reclamation	Spanish	806-690-7984
438635	Minjarez Juan	52262	River Road Water Reclamation	Spanish	806-676-4449
275837	Vasquez Jorge Alberto	52263	River Road Water Reclamation	Spanish	806-236-0767
394828	Diaz Jesus	52270	Hollywood Road Waste Water Tre	Spanish	806-353-5274
403113	Ferrel Stephen	52271	Hollywood Road Waste Water Tre	Spanish	806-367-9963
463744	Jluna Daniel	52272	Hollywood Road Waste Water Tre	Spanish	806-677-4743
448265	Moya Jose	52273	Hollywood Road Waste Water Tre	Spanish	806-300-1893
468529	Medina Jose	52274	Hollywood Road Waste 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 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 10th, 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 10th, 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 12th, 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 11th 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 16th Annual Regional Caregivers Conference on November 3rd, 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 10th 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 15th, 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 26th, 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 26th 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 18th, 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 25th, 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 29th, 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 21st, 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 8th, 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 15th, 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 9th, 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 23rd, 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 24th, 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 15th, 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, 7th, 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.

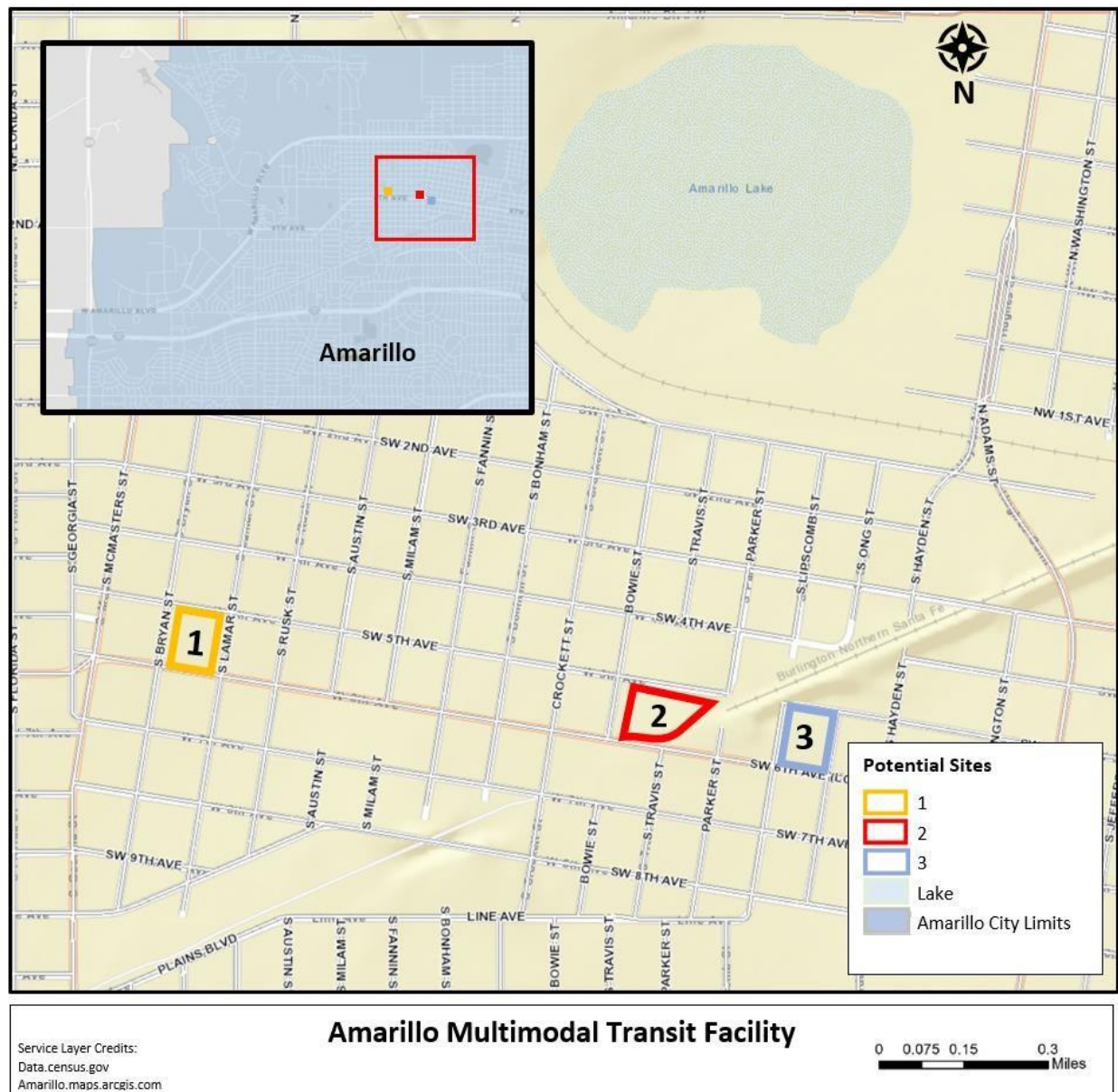


Figure 1 – Alternative Sites for Consideration

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	
<i>Benefits/ Positive Impacts</i>	<i>Burdens/ Adverse Impacts</i>
Site 1	
<ul style="list-style-type: none"> • 2 fire hydrants adjacent to the site • Gas and overhead electrical are available on the north side of the site along 5th Ave. • In an “Area of Minimal Flood Hazard” – i.e. not in the 100-year flood plain • Outside the Downtown Urban Design Standard area • Zoned L-1 Light Industrial 	<ul style="list-style-type: none"> • Two structures must be demolished • Water and sewer available, however there may be additional costs to relocate/ abandon the sewer line that currently occupy the site • Active business on site
Site 2	
<ul style="list-style-type: none"> • City-owned Property • Water and sewer are available adjacent to the site • There are 3 fire hydrants within one block of the site • Gas and overhead electrical are available on the north side of the site along 5th Ave. • 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 • In an “Area of Minimal Flood Hazard” – i.e. not in the 100-year flood plain • Outside the Downtown Urban Design Standard area • Zoned L-1 Light Industrial 	<ul style="list-style-type: none"> • One structure that must be demolished along with fencing and an old slab
Site 3	
<ul style="list-style-type: none"> • There are 2 fire hydrants adjacent to the site • In an “Area of Minimal Flood Hazard” – i.e. not in the 100-year flood plain • Outside the Downtown Urban Design Standard area • Zoned L-1 Light Industrial 	<ul style="list-style-type: none"> • Two structures must be demolished • Water and sewer are available, however there may be additional costs to relocate/ abandon the water and sewer lines that currently occupy the site • 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. • Active businesses on site

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.

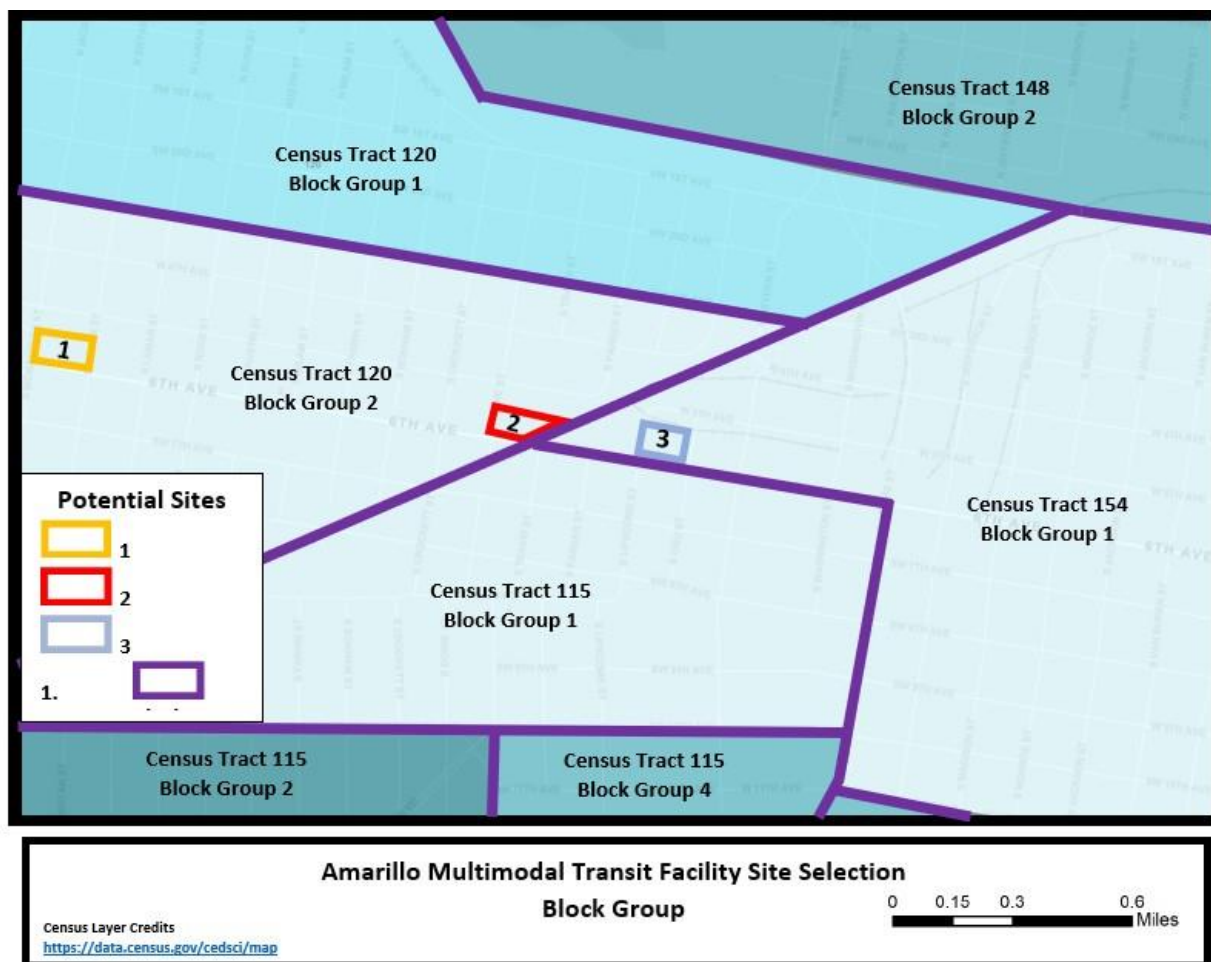


Figure 2 – Census Blocks Near Site

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 Census Tract 120	Block Group 2 Census Tract 120	Census Tract 120	Block Group 1 Census Tract 154	Census Tract 154	City – Amarillo, TX
Total Population	1,033	544	1,577	363	2,313	198,955
White	832	466	1,298	262	1,829	163,433
Non-White	201	78	279	101	484	35,522
Non-White Percentage	19.5%	14.3%	17.7%	27.8%	20.9%	17.9%
Population under Poverty Line	150	133	555	51	821	29,645
Percentage under Poverty Line	36.4%	42.9%	35.2%	38.1%	35.5%	15.1%
Median Income (Households)	\$30,075	\$16,786	\$23,281	-	\$25,147	\$52,725
Limited English Proficiency Percentage	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"> ▪ Automotive shops ▪ Storage units 	<ul style="list-style-type: none"> ▪ Hardware stores ▪ Supply stores ▪ Automotive shops 	<ul style="list-style-type: none"> ▪ Hardware stores ▪ Supply stores ▪ Automotive shops

Attachment I – Title VI Approval

City Council Agenda
City Council Minutes
City Council Resolution

AGENDA

FOR A REGULAR MEETING OF THE AMARILLO CITY COUNCIL TO BE HELD ON DECEMBER 13, 2022, AT 1:00 P.M., CITY HALL, 601 SOUTH BUCHANAN STREET, COUNCIL CHAMBER ON THE THIRD FLOOR OF CITY HALL, AMARILLO, TEXAS.

City Council Mission: Use democracy to govern the City efficiently and effectively to accomplish the City's mission.

Please note: The City Council may take up items out of the order shown on any Agenda. The City Council reserves the right to discuss all or part of any item in an executive session at any time during a meeting or work session, as necessary and allowed by state law. Votes or final decisions are made only in open Regular or Special meetings, not in either a work session or executive session.

INVOCATION: Davlyn Duesterhaus, BSA Health System Chaplin

PROCLAMATIONS: "Northside Toy Drive Day"

PUBLIC ADDRESS:

(For items on the agenda for City Council consideration)

The public will be permitted to offer public comment on agenda items. Public Address signup times are available from Sunday at 8:00 a.m. until Tuesday at 12:45 p.m. at <https://www.amarillo.gov/departments/city-manager/city-secretary/public-address-registration-form> or by calling the City Secretary's office at (806) 378-3014.

AGENDA

1. City Council will discuss or receive reports on the following current matters or projects:

- A. Review agenda items for regular meeting and attachments;
- B. Discuss Transformation Park;
- C. Discuss Solid Waste update;
- D. Discuss Athletic Field Lighting Project;
- E. Discuss Facilities update;
- F. Updates from Councilmembers serving on outside boards and commissions
 - i. Parks Advisory Board
 - ii. Beautification and Public Arts Advisory Board; and
- G. Request future agenda items and reports from City Manager.

2. CONSENT ITEMS:

It is recommended that the following items be approved and that the City Manager be authorized to execute all documents necessary for each transaction:

THE FOLLOWING ITEMS MAY BE ACTED UPON BY ONE MOTION. NO SEPARATE DISCUSSION OR ACTION ON ANY OF THE ITEMS IS NECESSARY UNLESS DESIRED BY A COUNCILMEMBER, IN WHICH EVENT THE ITEM SHALL BE CONSIDERED IN ITS NORMAL SEQUENCE AFTER THE ITEMS NOT REQUIRING SEPARATE DISCUSSION HAVE BEEN ACTED UPON BY A SINGLE MOTION.

A. CONSIDER APPROVAL – MINUTES:

(Contact: Stephanie Coggins, City Secretary)

This item considers approval of the City Council minutes for the regular meeting held on November 8, 2022.

B. CONSIDERATION OF ORDINANCE NO. 8032:

(Contact: Andrew Freeman, Assistant City Manager)

City of Amarillo for \$200,000.00 to facilitate the construction of a wastewater pipeline associated with the Northeast Interceptor project.

HH. **CONSIDER APPROVAL – PERMANENT EASEMENT AND SURFACE DAMAGE AND RESTORATION AGREEMENT BY AND BETWEEN DOUGLAS KALKA AND JEFF KALKA AND THE CITY OF AMARILLO:**

(Contact: Chris Ray, Resource Administrator)

This item considers the approval of a Permanent Easement and Surface Damage and Restoration Agreement by and between Douglas Kalika and Jeff Kalika and the City of Amarillo for \$230,000.00 to facilitate the construction of a wastewater pipeline associated with the Northeast Interceptor project.

II. **CONSIDER APPROVAL – CENTER CITY TAX INCREMENT REINVESTMENT ZONE #1 DEVELOPER AGREEMENT WITH FRIENDS OF AJ SWOPE:**

(Contact: Cody Balzen, Economic Development Specialist)

This item considers approval of a Tax Increment Reinvestment Zone (TIRZ) #1 Developer Agreement for the Friends of AJ Swope Texas Panhandle First Responders Memorial project to be located at 1018 South Polk Street. The agreement is for a \$120,000.00 grant to help with costs associated with streetscape improvements. The payment of the grant is contingent upon project completion and acceptance or periodic draws/progress payments at the developer's request.

JJ. **CONSIDERATION OF RESOLUTION NO. 12-13-22-1:**

(Contact: Christopher Quigley, Transit Director)

This item considers a resolution adopting the Amarillo City Transit (ACT) Public Transportation Agency Safety Plan (PTASP).

KK. **CONSIDERATION OF RESOLUTION NO. 12-13-22-2:**

(Contact: Christopher Quigley, Transit Director)

This item considers a resolution adopting an updated Title VI Compliance Program for the City of Amarillo, Texas.

LL. **CONSIDER APPROVAL – COOPERATION AGREEMENT BETWEEN THE CITY OF AMARILLO AND VILLAGE COMMUNITIES DEVELOPMENT CORPORATION:**

(Contact: Andrew Freeman, Assistant City Manager)

This item considers approval of a cooperation agreement that would allow the opportunity for developers of the North Grand Villas rehabilitation project to partner with a non-profit public facility corporation in order to move forward with completing the project.

MM. **CONSIDER AWARD – ANNUAL CONTRACT FOR 3-YARD DUMPSTER LIDS & DUMPSTER BOTTOMS:**

(Contact: Donny Hooper, Director of Public Works)

Award to: Impact Plastics - \$200,500.00 (Line1- 1,000 Dumpster Bottoms)

Technology Plastics - \$21,250.00 (Line 2- 1,000 Dumpster Lids)

This item considers award of a contract for the purchase of 1,000 3-yard lids and 1,000 dumpster bottom inserts to maintain necessary upkeep on dumpsters.

NN. **CONSIDER APPROVAL – STOP LOSS INSURANCE:**

(Contact: Mitchell Normand, Director of Human Resources)

Award to: Stealth Partner Group - \$466,480.00

Amarillo City Hall is accessible to individuals with disabilities through its main entry on the south side (601 S. Buchanan Street) 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, or a sign language interpreter must contact the City Secretary's Office 48 hours prior to meeting time by telephoning 378-3013 or the City TDD number at 378-4229.

Watch the meeting live: <http://amarillo.gov/city-hall/city-government/view-city-council-meetings>.

I certify that the above notice of meeting was posted on the electronic bulletin board in City Hall, 601 S. Buchanan, Amarillo, Texas, and the City website (www.amarillo.gov) on or before the 9th day of December 2022, at 5:00 p.m. in accordance with the Open Meetings Laws of the State of Texas, Chapter 551, Texas Government Code.


Stephanie Coggins, City Secretary

RESOLUTION NO. 12-13-22-2

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF AMARILLO, TEXAS: ADOPTING AN UPDATED TITLE VI COMPLIANCE PROGRAM FOR THE CITY OF AMARILLO, TEXAS: PROVIDING REPEALER OF PRIOR COMPLIANCE PLANS: AND PROVIDING EFFECTIVE DATE.

WHEREAS, on December 17, 2019, the City adopted a Title VI Compliance Program in accordance with 49 CFR Part 21;

WHEREAS, the Federal Transit Administration ("FTA") requires an update of the Title VI Compliance Program every three years;

WHEREAS, the proposed Title VI Compliance Program attached hereto is intended to meet such requirements; and

WHEREAS, the City desires to submit the Title VI Compliance Program to the FTA for review and approval by the FTA for review and approval by those agencies for their representatives prior to final implementation:

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AMARILLO, TEXAS THAT:

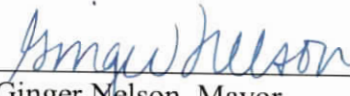
SECTION 1: The City hereby approves the Title VI Compliance Program attached hereto as Exhibit A, which plan shall be submitted for review and approval by the FTA or such other agencies as required.

SECTION 2: The updated Title VI Compliance Plan replaces the Title VI Compliance Program previously adopted by the City.

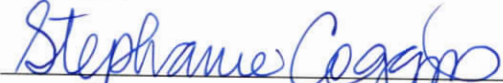
SECTION 3: The Title VI Compliance Program shall be administered and enforced by the officers, agents and employees of the City in accordance with the terms set forth therein.

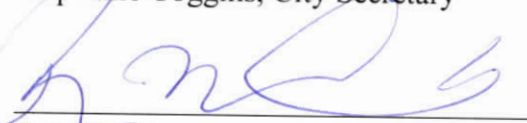
SECTION 4: This resolution shall be effective immediately upon adoption.

INTRODUCED AND PASSED by the City Council of the City of Amarillo, Texas, this the 13th day of December, 2022.


Ginger Nelson, Mayor

ATTEST:


Stephanie Coggins, City Secretary


Bryan S. McWilliams, City Attorney