



Title VI Program

For 5307 Assistance Programs

December 1st, 2025

Interim Update – 2025

This Plan was updated in December 2025 to align with Executive Orders relative to Title VI activities, as described below:

On January 21, 2025, Executive Order (EO) 14173 (Ending Illegal Discrimination and Restoring Merit-Based Opportunity) was signed. This EO revoked EO 12898 of February 11, 1994, (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations)

To comply with EO 14173 all discussions of policy and procedure related to EO 12898 have been removed.

On March 1, 2025, EO 14224 (Designating English as the Official Language of the United States) was signed. This EO revoked EO 13166 of August 11, 2000 (Improving Access to Services for Persons with Limited English Proficiency).

EO 14224 does not require changes, removal, or otherwise stop production of documents, products or other services prepared or offered in languages other than English. No adjustments have been made to the Title VI Plan, but references to EO 13166 have been removed.

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Title VI 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

11/20/25
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 participating in or denying 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

Dissemination

ACT informs the public of their rights under the Title VI program by posting the Title VI notice on the COA's website - [Programs & Plans - City of Amarillo](#). 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, fares, service changes and policy changes. ACT advertises in the public areas at ACT's main office, at the Multimodal Transfer Station, and all ACT service vehicles. The approved resolution for the triennial adoption of this program is found in **Attachments H**.

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 [Programs & Plans - City of Amarillo](#) allows the user to change the language featured on the page. The local language services able to translate and interpret for ACT are listed in Attachment 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

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

ACT provides information to the public regarding their Title VI obligations and apprise members of the public regarding the protection 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, [Programs & Plans - City of Amarillo](#). The Title VI notice is posted at the following locations: ACT's office located at 801 SE 23rd Street, the Multimodal Transfer Station at 509 S. Bowie Street, and on all ACT buses.

Title VI information is available in English, Spanish, Vietnamese. Other languages are available on 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. The complaint form and procedure to file a complaint are available on the COA website at [Programs & Plans - City of Amarillo](#).

The complaint must contain, at a minimum, the following information:

- a. Name, address, and telephone number of complainants
- b. The basis of the complaint (race, color, national origin)
- c. The date or dates on with 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 to the following:

Amarillo City Transit (ACT)
P.O. Box 1971
Amarillo Texas 79105
Attention: Transit Director

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 against the decision, he/she has 30 days after the date of the letter or the LOF to appeal to the Assistant City Manager who will respond to the appeal within 30 business days of 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 the following: Catholic Family Services (Refugee Services Division), Division for Rehabilitative Services (DHS), Texas Panhandle Centers (TPC), Haven House (DWC) Area Agency on Aging (AAA), Panhandle Regional Planning Commission (PRPC), the Amarillo Advisory Commission for People with Disabilities (ACPD), and Amarillo College (AC). 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 these Schools have a large minority population. 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 into December 2025. ACT announces specific public participation requests, service changes and updates to any effected organizations and public.

ACT posts public meeting notices and public hearing notices on the ACT website, located here: [Amarillo City Transit - City of Amarillo](#). ACT coordinates with other transportation providers throughout the Texas Panhandle at the Panhandle Regional Organization to Maximize Public Transportation (PROMPT) quarterly meetings. ACT meets with citizens in the office, out on route, over the phone, and through e-mail inquiries to coordinate with questions and requests.

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.

Table 1: Limited English Proficiency Population of Amarillo

Amarillo, TX	Est.	Pct.
Total Pop. (5 yrs. and over)	186,812	
Speak only English	143,676	76.90%
Speak:	Est. LEP	% LEP
Spanish	9,112	4.90%
French, Haitian, or Cajun	13	0.01%
German or other West Germanic languages	75	0.04%
Russian, Polish, or other Slavic languages	45	0.02%
Other Indo-European languages	331	0.20%
Korean	160	0.10%
Chinese (incl. Mandarin, Cantonese)	140	0.10%
Vietnamese	1193	0.60%
Tagalog (incl. Filipino)	68	0.00%
Other Asian and Pacific Island languages	2061	1.10%
Arabic	240	0.10%
Other and unspecified languages	738	0.40%

SOURCE: ACS, FIVE-YEAR ESTIMATES 2023; TABLE C16001

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 the transfer terminal, at 801 SE 23rd Ave., 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**.

Other opportunities for interaction include the following: public meetings ACT - Connect interviews, utilizing the ACT website, requesting an origin-to-destination training ride, communication through mail, and finally, over the phone. ACT's website, located here: [Amarillo City Transit - City of Amarillo](#) 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 receive diversity training and can assist passengers with their daily 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 ACT staff who speak another language to survey how often and what languages they encounter. This is sent out yearly before the end of the fiscal year. From these surveys, ACT has found that most ACT drivers encounter an LEP individual rarely each year. The most often questions are in regard to the time, booking a ride, directions, and fares. Much of this translation assistance was for dispatch and over phone assistance, but ACT is always equipped for language requests.

ACT is a 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 City of Amarillo (COA) will provide additional 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. The cost associated with this depends on whether we provide the interpreter. The cost of an interpreter is approximately \$30-\$50 dollars/hour.

ACT's website, found at [Programs & Plans - City of Amarillo](#), 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 notice and complaint forms). For translation of documents, the average cost of one page translated is approximately \$25-\$100 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 C16001		Amarillo city, Texas	
Label		Estimated Population	Percentage
Speak only English		143,676	78.10%
Spanish:		32,467	17.60%
Speak English "very well"		23,355	12.70%
Speak English less than "very well"		9,112	5.00%
Vietnamese:		1,923	1.00%
Speak English "very well"		730	0.40%
Speak English less than "very well"		1,193	0.60%
Total 'Speak English less than very well'		14,176	8%
Total Population:		184,013	

Source: C16001 ACS Survey Data

Using data from the American Community Survey 2020-2025, Amarillo has a LEP population at percent of the total Amarillo Population. The Spanish speaking population exceeds 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 [Programs & Plans - City of Amarillo](#) 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 receive diversity training and can assist passengers with their daily 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 speak another language to survey how often and what languages they encounter. This is sent out every 3 months.

From these surveys, ACT has found that most ACT drivers encounter a LEP individual rarely very often every 3 months. The most often questions are regarding the time, booking a ride, directions, and fares. Much of this translation assistance was for dispatch and over phone assistance.

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 **Attachment 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 Attachment 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 is 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 notes 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 speak another language to survey how often and what languages they encounter. This is held every 3 months.

From these surveys, ACT has found that most ACT drivers encounter an LEP individual rarely every 3 months. The most often questions are regarding the time, booking a ride, directions, and fares. Much of this translation assistance was for dispatch and over phone assistance. 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 are 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. However, in October 2026, City Council approved the establishment of a Transit Advisory 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 four woman and one man. 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	100%	0%	0%	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.

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 twelve 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 routes. 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 that the driver will transport as many passengers as possible 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 (6) 35' Gillig buses, (11) 23' Champion vans, (7) 27' and (4) 32' Champion Defender cutaways, and (6) E-Transit vans. 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 and E-Transit vans, which have 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
8430 Series 27' Bus	14	7	21
8434 Series 32' Bus	24	7	31
8870 & 9000 Series 23' Van	14	0	14
8800 Series Gillig Bus	30	10	40
9200 Series E-Transit Van	4	0	4

Vehicle Headways

ACT has 11 fixed routes, 2 of which are deviated fixed routes, and 2 of which are combined and/or alternated. Therefore, there are only 10 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.

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

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

Route	Weekday	Weekend	Route Distance
11	1 hour	1 hour	14.7 miles
12	1 hour	1 hour	14.6 miles
13	1 hour	1 hour	n/a
21	1 hour	1 hour	6.5
22	1 hour	1 hour	8 miles
23	1 hour	1 hour	11.4 miles
30	1 hour	1 hour	n/a
31	1 hour	1 hour	11.7 miles
4142	1 hour 30 min	1 hour 30 min	12.5 miles
43	45 min	45 min	24 miles
44	1 hour	1 hour	18.9 miles

On-Time Performance

Each route serves a unique operating environment that can affect the 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 minutes 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 of Amarillo limits west of Lakeside Drive) as funding will allow.

Currently, Amarillo City Transit (ACT) does not provide fixed-route or demand-response service to the Rick Husband Amarillo International Airport. This service gap is noted to ensure transparency in ACT’s coverage area and to inform future planning efforts. ACT is committed to coordinating with stakeholders, including the Airport for the City of Amarillo, to evaluate opportunities for extending transit service to the airport. Any future service expansion will be planned in accordance with Title VI requirements, ensuring equitable access for all populations, including minority and low-income communities.

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 reduced (Saturday) schedule for Martin Luther King Jr. Day, President’s Day, Good Friday, Juneteenth, 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. They also may complete ACT’s Modification Request survey located on ACT’s website ([Modification request survey](#)). After the request is made, a staff member reviews the request, evaluates the right of way, and studies the topography of the site.

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

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 through the Public Engagement planning process.

The process described above determines 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 2024.

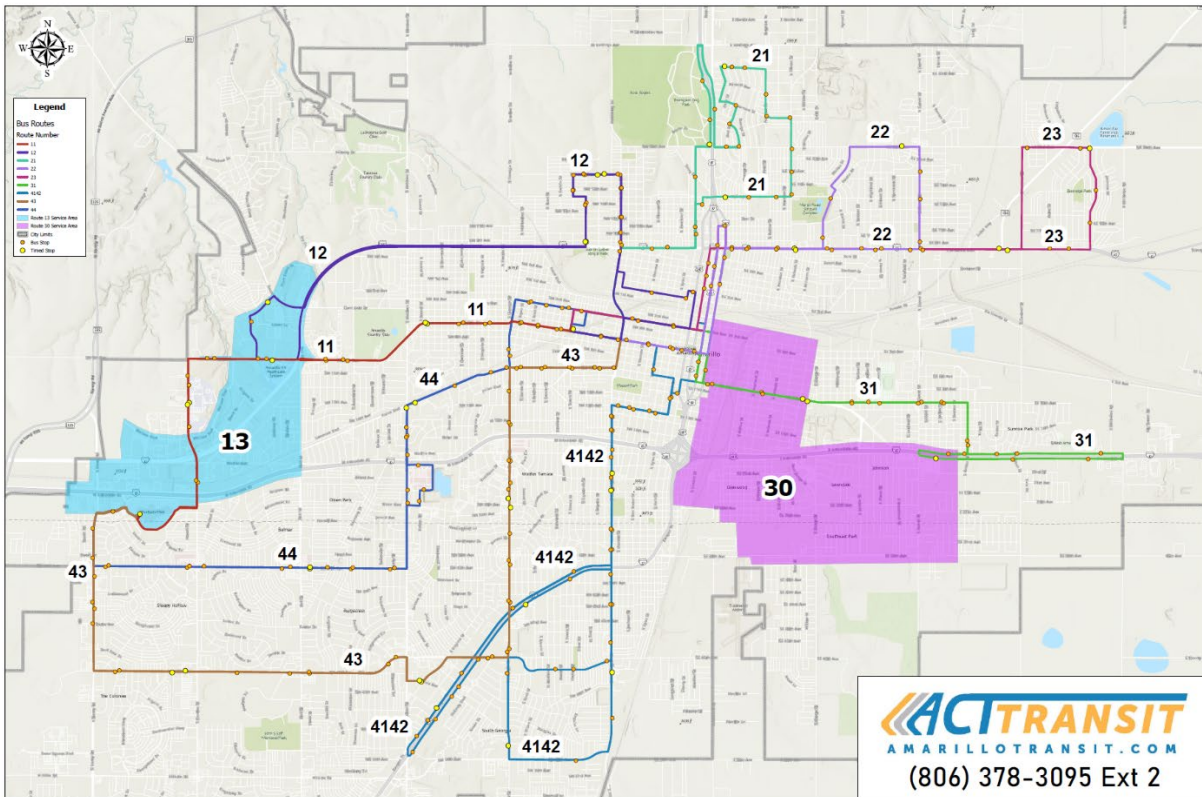
A person may call the Transit Office or contact any Transit Department staff member to request a transit amenity. After the request is made, a staff member reviews the request, evaluates the right of way and accessibility, and studies the topography of the site. Data regarding the proximity to community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

If an amenity cannot be located as requested, the Transit Department staff will contact the person who made the request and see if an alternative location is feasible.

(a) Seating – ACT is currently in the process of an 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 located 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 have 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 12 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 has one transfer point located at 509 S. Bowie with the administrative staff. The mechanic's shop and bus parking garage is located at 801 SE 23rd. All vehicles are dispatched out of the 801 SE 23rd 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 34 revenue fleet vehicles - All vehicles have a radio (installed or handheld is used), security cameras that record audio and video, a wheelchair lift or ramp, wheelchair securement areas, similar seating capacity and perimeter seating. ACT closely monitors all vehicles for safety, mechanical dependability and cleanliness to ensure all customers have a similar experience.

ACT currently does not have on-peak or 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 through Friday and 6:20 am to 6:30 pm on Saturdays.

Attachment A – Title VI Notice



Title VI Notice to the Public

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 Amarillo City Transit.

Complaints must be filed within 180 days of the alleged discrimination. For more information on ACT's civil rights program, and the procedures for filing a complaint, contact:

Transit Director

Amarillo City Transit
801 SE 23rd Avenue, Amarillo, TX 79105
(806) 378-6842 | chris.quigley@amarillo.gov

Additional information regarding the Title VI Program and the compliant procedures are located here: <https://www.amarillo.gov/amarillo-city-transit/>.

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

Si necesita información en otro idioma, póngase en contacto con 806-378-6842.

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên hệ 806-378-6842.

Attachment B – Title VI Complaint Form: English

Civil Rights Complaint Form

Amarillo City Transit (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:

☐ Federal Agency: _____ ☐ State Agency: _____

☐ Federal Court: _____ ☐ Local Agency: _____

☐ State Court: _____

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

Name _____ Title _____ Phone Number _____

Agency _____ Address _____

Section VI

Name of agency complaint is against: _____

Contact person: _____ Title: _____

Telephone Number: _____

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

Print your name

Sign your name

Date

Please submit this form in person to:

Mail this form to:

Amarillo City Transit Terminal
509 S. Bowie St.
Amarillo, Texas 79106

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

Internal Use Only:

Date Received: _____

Received By: _____

Attachment C – Title VI Complaint Form: Spanish**Formulario de Queja de Derechos Civiles**

ACT se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de sus servicios por motivos de raza, color u origen nacional, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964, según enmendada. Las quejas del Título VI deben presentarse dentro de los 180 días hábiles y las quejas de la ADA dentro de los 90 días hábiles posteriores a la fecha de la presunta discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, comuníquese con el Director de Tránsito llamando al 806-378-6842. El formulario completo debe enviarse a:

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

Sección I	
Te llamas:	Teléfono de la casa:
Dirección:	Teléfono del trabajo:
Dirección de correo electrónico:	Ciudad estado. y código postal:
¿Necesitas esta información en un formato accesible? Letra grande TDD Cinta de audio Otros _____	
Sección II	
¿Está presentando esta queja en su propio nombre?: Sí* No *Si tu respuesta es afirmativa, ve a la Sección III	
En caso negativo, indique el nombre y la relación de la persona por la que se queja: Nombre _____ Relación _____	
Explique por qué ha presentado una queja en nombre de un tercero: _____ _____	
Escriba en letra de imprenta y firme su nombre reconociendo que ha obtenido permiso para presentar esta queja en nombre del tercero Nombre impreso _____ Firma _____	

Sección III

Creo que la discriminación que experimenté se basó en (marque con un círculo todo lo que corresponda)

Race _____ Color _____ Nacional Origin _____

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

Explique lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó (si se conoce), así como los nombres y el contacto

Section IV

¿Ha presentado previamente una queja del Título VI ante esta agencia? Encierre en un círculo la respuesta apropiada - Sí _____ No _____

Section V

¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local o ante algún tribunal federal o estatal? Encierre en un círculo la respuesta apropiada - Sí No

En caso afirmativo, marque todo lo que corresponda:

☐ Agencia Federal: _____ ☐ Agencia Estatal: _____

☐ Tribunal Federal: _____ ☐ Agencia Local: _____

☐ Tribunal Estatal: _____

Proporcione información de contacto en la agencia/tribunal donde se presentó la queja:

Nombre _____

Section VI

Nombre de la queja de la agencia es contra: _____

Persona de contacto: _____ Title: _____

Número de teléfono: _____

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja. Firma y fecha requeridas

Escriba su nombre

Firme su nombre

Fecha

Envíe este formulario en persona a:

Envíe este formulario por correo a:

Tránsito de la ciudad de Amarillo

Tránsito de la ciudad de Amarillo

509 S. Bowie St.

P.O. Box 1971

Amarillo, Texas 79106

Amarillo, Texas 79105-1971

Internal Use Only:

Date Received: _____

Received By: _____

Attachment D – Title VI Complaint Form: Vietnamese**Mẫu Đơn Khiếu Nại Quyền Dân Sự**

Amarillo City Transit (ACT) cam kết đảm bảo rằng không ai bị loại trừ khỏi việc tham gia hoặc bị từ chối quyền lợi từ các dịch vụ của mình dựa trên **chủng tộc, màu da hoặc nguồn gốc quốc gia**, theo quy định của **Tiêu đề VI của Đạo luật Dân quyền năm 1964**, và các sửa đổi của nó. Các khiếu nại theo Tiêu đề VI phải được nộp trong vòng **180 ngày làm việc**, và các khiếu nại theo **ADA** trong vòng **90 ngày làm việc** kể từ ngày xảy ra hành vi phân biệt đối xử bị cáo buộc. Thông tin dưới đây là cần thiết để giúp chúng tôi xử lý khiếu nại của bạn. Nếu bạn cần hỗ trợ trong việc điền biểu mẫu này, vui lòng liên hệ **Giám đốc Giao thông vận tải (Transit Director)** theo số **806-378-6842**. Biểu mẫu đã hoàn chỉnh phải được gửi đến:

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

Phần I	
Tên của bạn:	Điện thoại nhà:
Địa chỉ:	Điện thoại nơi làm việc:
Địa chỉ Email:	Thành phố, Tiểu bang & Mã Bưu điện
Bạn có cần thông tin này ở định dạng dễ tiếp cận hơn không? ☐ Chữ lớn ☐ TDD ☐ Bảng âm thanh ☐ Khác: _____	
Phần II	
Bạn có đang tự mình nộp đơn khiếu nại này không? ☐ Có* ☐ Không * Nếu bạn trả lời “Có”, vui lòng chuyển đến Phần III.	
Nếu “Không”, vui lòng cung cấp tên và mối quan hệ của người mà bạn đang khiếu nại thay: Tên: _____ Mối quan hệ: _____	
Vui lòng giải thích lý do bạn nộp đơn khiếu nại thay cho người khác: _____	
Vui lòng in và ký tên để xác nhận rằng bạn đã được phép nộp đơn khiếu nại thay mặt người này Tên (chữ in): _____ Chữ ký: _____	
Phần III	

Tôi tin rằng sự phân biệt đối xử mà tôi gặp phải dựa trên (khoanh tròn tất cả các lựa chọn phù hợp):

Chủng tộc _____ Màu da _____ Nguồn gốc quốc gia _____
 Ngày xảy ra hành vi phân biệt đối xử (Tháng, Ngày, Năm): _____
 Vui lòng giải thích điều đã xảy ra và lý do bạn tin rằng mình bị phân biệt đối xử.
 Mô tả tất cả những người có liên quan. Bao gồm tên và thông tin liên hệ của người (những người)
 đã phân biệt đối xử với bạn (nếu biết), cũng như tên và thông tin liên hệ của các nhân chứng.
 (Nếu cần thêm không gian, vui lòng viết ở mặt sau của biểu mẫu này.)

Phần IV

Bạn đã từng nộp đơn khiếu nại Tiêu đề VI với cơ quan này chưa?

(Khoanh tròn câu trả lời thích hợp) ☐ Có ☐ Không

Phần V

Bạn đã nộp đơn khiếu nại này cho bất kỳ cơ quan liên bang, tiểu bang, địa phương hoặc tòa án liên bang/tiểu bang nào khác chưa?

(Khoanh tròn câu trả lời thích hợp) ☐ Có ☐ Không

Nếu "Có", vui lòng chọn tất cả những gì phù hợp:

☐ Cơ quan Liên bang: _____ ☐ Cơ quan Tiểu bang: _____

☐ Tòa án Liên bang: _____ ☐ Cơ quan Địa phương: _____

☐ Tòa án Tiểu bang: _____

Vui lòng cung cấp thông tin liên hệ tại cơ quan hoặc tòa án nơi bạn đã nộp đơn khiếu nại:

Tên: _____ Chức vụ: _____ Số điện thoại: _____

Số: _____ Cơ quan: _____ Địa chỉ: _____

Phần VI

Tên của cơ quan bị khiếu nại: _____

Người liên hệ: _____ Chức vụ: _____

Số điện thoại: _____

Bạn có thể đính kèm bất kỳ tài liệu hoặc thông tin nào mà bạn cho là liên quan đến khiếu nại của mình. Cần có chữ ký và ngày ký.

In tên của bạn _____

Ký tên của bạn _____

Ngày _____

Vui lòng nộp biểu mẫu này trực tiếp hoặc gửi qua đường bưu điện:

Nộp trực tiếp tại:

Amarillo City Transit Terminal
 509 S. Bowie St.
 Amarillo, Texas 79106

Hoặc gửi thư đến:

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

Internal Use Only:

Date Received: _____

Received By: _____

Attachment E – COA Interpreter List

Business Unit	Employee ID	Worker	Compensation Plan	Public Primary Work Phone Number
1020 City Manager	550683	Claudia Perez	Bilingual (1026/1017)	
1243 Civic Center Operations	221405	JESUS FLORES	Bilingual (1026/1017)	+1 (806) 3784297
1243 Civic Center Operations	210624	David Balderaz	Bilingual (1026/1017)	
1248 Box Office Operations	220762	DIANA CHAVEZ	Bilingual (1026/1017)	
1248 Box Office Operations	420451	HAN OWENS	Bilingual (1026/1017)	+1 (806) 3786149
1260 Library	209307	GILBERT ZAMARRIPA	Bilingual (1026/1017)	+1 (806) 3789010
1260 Library	417684	MAJAUNTA FRUSCELLA	Bilingual (1026/1017)	
1260 Library	430606	SILVIA SHAVER	Bilingual (1026/1017)	+1 (806) 3784245
1260 Library	477256	ELISE SUTTON	Bilingual (1026/1017)	+1 (806) 3783054
1260 Library	491073	LOC DAO	Bilingual (1026/1017)	
1750 Environmental Health	480537	JAIME CHAVIRA-MUNOZ	Bilingual (1026/1017)	+1 (806) 3789472
1750 Environmental Health	488143	AIDINA OUSLEY	Bilingual (1026/1017)	+1 (806) 3785252
1750 Environmental Health	495067	DAENA MARQUEZ	Bilingual (1026/1017)	
1750 Environmental Health	550180	ISAAC GALLARDO	Bilingual (1026/1017)	
1761 Transit Fixed Route	402301	MARY DIAZ	Bilingual (1026/1017)	
1761 Transit Fixed Route	439573	CARLOS CARTAGENA	Bilingual (1026/1017)	+1 (806) 3786860
1761 Transit Fixed Route	484996	JOHN ESPARZA III	Bilingual (1026/1017)	+1 (806) 3786844
1761 Transit Fixed Route	486786	YOLANDA ROMERO	Bilingual (1026/1017)	+1 (806) 3786860
1761 Transit Fixed Route	491131	TERRY HERRERA	Bilingual (1026/1017)	
1761 Transit Fixed Route	438643	Maria Ramos	Bilingual (1026/1017)	
1762 Transit Demand Response	481837	JOHN MEJIA	Bilingual (1026/1017)	+1 (806) 3786844
1762 Transit Demand Response	484926	MIGUEL MAESTAS	Bilingual (1026/1017)	
1762 Transit Demand Response	550129	DOLORES ROMERO	Bilingual (1026/1017)	
1762 Transit Demand Response	550448	Luis Elizalde	Bilingual (1026/1017)	

1762 Transit Demand Response	550895	Dennis Leon	Bilingual (1026/1017)	
1763 Transit Maintenance	207279	RUBEN SOLIS	Bilingual (1026/1017)	
1763 Transit Maintenance	550604	Efren Hermosillo	Bilingual (1026/1017)	
1763 Transit Maintenance	550785	Christina Martinez	Bilingual (1026/1017)	
1764 Transit Administration	435878	LILLIE GOSS	Bilingual (1026/1017)	
20210 Housing Assistance	550806	Jolene Benavidez	Bilingual (1026/1017)	
20310 Home Administration	493151	SHAIRA JOYCE	Bilingual (1026/1017)	
20340 HOME ARP Activity	383021	LAURIE ROYBAL	Bilingual (1026/1017)	
20340 HOME ARP Activity	486928	MARIA CANO	Bilingual (1026/1017)	
20340 HOME ARP Activity	550247	JADA WOOTEN	Bilingual (1026/1017)	
20651 Coming Home Project	490577	MICHELLE MOORE	Bilingual (1026/1017)	
25011 AHD Public Health	381208	MAYRA BARBER	Bilingual (1026/1017)	
25011 AHD Public Health	485295	CHRISTINA LUGO	Bilingual (1026/1017)	+1 (806) 3786300
25012 Refugee Health	487302	THALAW WAH	Bilingual (1026/1017)	+1 (806) 3786362
25013 IMM/Locals	481959	YOLANDA REYNA	Bilingual (1026/1017)	+1 (806) 3786301
25013 IMM/Locals	550171	NAYELY TELLEZ GALLARDO	Bilingual (1026/1017)	
25013 IMM/Locals	550583	Jessica De Leon	Bilingual (1026/1017)	
25014 HIV Prevention	488033	MELANIE LOPEZ	Bilingual (1026/1017)	
25018 DIS	463659	VIVIAN MENDOZA	Bilingual (1026/1017)	
25024 DSRIP Immunizations	550817	ISABEL VILLA	Bilingual (1026/1017)	
25030 Epidemiology	551110	Josefina Carrasco	Bilingual (1026/1017)	
25035 Local Tuberculosis - Federal	550492	Jessica Avina	Bilingual (1026/1017)	
25070 Public Health Infrastructure Grant	550562	Ellie Aragon	Bilingual (1026/1017)	
25070 Public Health Infrastructure Grant	550840	Georgette Bedolla	Bilingual (1026/1017)	
25070 Public Health Infrastructure Grant	550885	Lorena Ayala	Bilingual (1026/1017)	
25095 Women's Health Clinic	491271	CARLA RODRIGUEZ	Bilingual (1026/1017)	
25095 Women's Health Clinic	550801	Nilda Mejia	Bilingual (1026/1017)	

54110 Department of Aviation	208550	ELI HERNANDEZ	Bilingual (1026/1017)	+1 (806) 3354403
54110 Department of Aviation	435912	JUAN CARRASCO	Bilingual (1026/1017)	+1 (806) 3351671
54110 Department of Aviation	441516	ERICA HERNANDEZ	Bilingual (1026/1017)	
54110 Department of Aviation	454148	LORENZA MONTOYA	Bilingual (1026/1017)	+1 (806) 3351671
54110 Department of Aviation	486665	BARBARA TYLER	Bilingual (1026/1017)	+1 (806) 3351671
54110 Department of Aviation	490159	JASON VIGIL	Bilingual (1026/1017)	
54110 Department of Aviation	550303	Brenda Arce Gonzalez	Bilingual (1026/1017)	
54110 Department of Aviation	550308	DESTINY GARZA (On Leave)	Bilingual (1026/1017)	
54110 Department of Aviation	550309	Jesus Garcia	Bilingual (1026/1017)	
54110 Department of Aviation	550506	Aaron Jaquez	Bilingual (1026/1017)	
1120 Risk Management	490550	Vicente Garcia	Bilingual (1026/1017)	
1690 City Marshal	204889	JACOB DIAZ	Bilingual (1026/1017)	
63125 Workers Compensation	490778	FRANK ESCOBAR	Bilingual (1026/1017)	
1270 AECC	222500	CASSANDRA PEREZ	Bilingual (1026/1017)	+1 (806) 3783038
1270 AECC	380203	LISA FISHER	Bilingual (1026/1017)	+1 (806) 3789053
1270 AECC	393887	CARLOS HOOD	Bilingual (1026/1017)	+1 (806) 3783038
1270 AECC	454553	MARGIE GONZALEZ	Bilingual (1026/1017)	+1 (806) 3786455
1270 AECC	488256	YOVANNA HERNANDEZ	Bilingual (1026/1017)	
1270 AECC	492129	EMILIO JIMENEZ	Bilingual (1026/1017)	
1305 Municipal Court	413058	MARIA JIMENEZ CARRILLO	Bilingual (1026/1017)	
1305 Municipal Court	483477	MILAGROS MENDOZA	Bilingual (1026/1017)	
1305 Municipal Court	483974	YAJAIRA CASTANEDA	Bilingual (1026/1017)	+1 (806) 3786233
1305 Municipal Court	486362	MARIA MEZA DE JESUS	Bilingual (1026/1017)	+1 (806) 3782174
1305 Municipal Court	550544	Bianca Gallardo	Bilingual (1026/1017)	
1305 Municipal Court	550958	Lynn Stage	Bilingual (1026/1017)	
1420 Street Department	221958	GERMAN BENAVENTE	Bilingual (1026/1017)	
1420 Street Department	410491	ROBERT ENRIQUEZ (On Leave)	Bilingual (1026/1017)	+1 (806) 3786815

1431 Solid Waste Collection	210815	JUAN CERVANTES	Bilingual (1026/1017)	+1 (806) 3786872
1431 Solid Waste Collection	221144	RICKY SALAS	Bilingual (1026/1017)	+1 (806) 3786872
1431 Solid Waste Collection	221521	ROBERT HERNANDEZ	Bilingual (1026/1017)	
1431 Solid Waste Collection	222685	MARCELO RUIZ	Bilingual (1026/1017)	+1 (806) 3786813
1431 Solid Waste Collection	399141	RAMON FUENTES	Bilingual (1026/1017)	+1 (806) 3786813
1431 Solid Waste Collection	489821	AMOS GALLARDO	Bilingual (1026/1017)	
1431 Solid Waste Collection	551035	Pablo Duarte-Perez	Bilingual (1026/1017)	
1432 Solid Waste Disposal	206209	PABLO CABRERA	Bilingual (1026/1017)	
1432 Solid Waste Disposal	208552	NOEL LOZA	Bilingual (1026/1017)	+1 (806) 3786814
1432 Solid Waste Disposal	460116	ESTEBAN JIMENEZ	Bilingual (1026/1017)	+1 (806) 3592056
1610 Police	203797	GERARDO BRIBIESCA JR	Bilingual (1026/1017)	+1 (806) 3785251
1610 Police	206483	OSCAR GARCIA	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	220599	JOHNNY BERMEA	Bilingual (1026/1017)	+1 (806) 3784079
1610 Police	220600	VICTOR DELFIERRO	Bilingual (1026/1017)	+1 (806) 3784028
1610 Police	221686	NORMA QUILES	Bilingual (1026/1017)	+1 (806) 3789364
1610 Police	221692	QUIRINO MARISCAL	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	223060	GEORGE BRENES	Bilingual (1026/1017)	+1 (806) 3786125
1610 Police	223063	CHRISTOPHER CRUZ	Bilingual (1026/1017)	+1 (806) 3784067
1610 Police	223065	CALEB J FINSTERWALD	Bilingual (1026/1017)	+1 (806) 3784231
1610 Police	223075	CYNTHIA L PALACIOS	Bilingual (1026/1017)	+1 (806) 3783539
1610 Police	385199	RUBI GARCIA	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	385399	ANDRES RAMIREZ	Bilingual (1026/1017)	
1610 Police	397268	ROBERTO CISNEROS	Bilingual (1026/1017)	+1 (806) 3783538
1610 Police	397276	RAYMOND SOTO	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	402228	JUAN GUERRERO	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	412682	FABIOLA GAJARDO	Bilingual (1026/1017)	+1 (806) 3789431
1610 Police	416914	HUGO BLANCO	Bilingual (1026/1017)	+1 (806) 3784256

1610 Police	421403	EDDIE CABALLERO	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	438258	CESAR HUERTA	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	465219	PATRICIA MORENO	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	471653	LUCERO ENRIQUEZ	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	474443	SAMUEL GARCIA	Bilingual (1026/1017)	+1 (806) 3784256
1610 Police	477739	JAMES GRONDIN	Bilingual (1026/1017)	
1610 Police	477749	ZELJKA PAP	Bilingual (1026/1017)	+1 (806) 3784250
1610 Police	490378	LUIS IBARRA	Bilingual (1026/1017)	
1640 Police Professional Staff	203602	ANGIE BRUSH	Bilingual (1026/1017)	+1 (806) 3789463
1640 Police Professional Staff	221156	LIZETH AYALA	Bilingual (1026/1017)	+1 (806) 3789430
1640 Police Professional Staff	221275	VAHNLY ANDERSON	Bilingual (1026/1017)	+1 (806) 3789434
1640 Police Professional Staff	451176	MARTY RUIZ	Bilingual (1026/1017)	
1640 Police Professional Staff	474022	VERONICA FONSECA	Bilingual (1026/1017)	+1 (806) 3789468
1640 Police Professional Staff	475376	Cynthia Quintana	Bilingual (1026/1017)	
1640 Police Professional Staff	489299	SILVIA PORTILLO GONZALEZ	Bilingual (1026/1017)	
1640 Police Professional Staff	490380	ALEXIS GONZALES	Bilingual (1026/1017)	
1640 Police Professional Staff	490512	JAMES TAFOYA	Bilingual (1026/1017)	
1640 Police Professional Staff	493011	ELIZABETH HINOJOSA	Bilingual (1026/1017)	
1640 Police Professional Staff	494729	SANDRA BLANKINSHIP	Bilingual (1026/1017)	
1640 Police Professional Staff	550425	Lynnet Alamo	Bilingual (1026/1017)	
1690 City Marshal	490584	SAMANTHA HERNANDEZ	Bilingual (1026/1017)	
1690 City Marshal	550617	Baltazar Munoz Jr	Bilingual (1026/1017)	
1710 Animal Management & Welfare	485669	BRITTON MILBERN	Bilingual (1026/1017)	
1710 Animal Management & Welfare	550570	Larissa Oliva	Bilingual (1026/1017)	
1731 Traffic Administration	200814	Joseph Frausto	Bilingual (1026/1017)	
1731 Traffic Administration	207196	MICHELLE REYNOZO	Bilingual (1026/1017)	

1731 Traffic Administration	477554	MICHAEL DIAZ	Bilingual (1026/1017)	
1740 Building Safety	461381	STEPHANIE GARCIA	Bilingual (1026/1017)	+1 (806) 3786427
1740 Building Safety	482349	HORACIO MARTINEZ	Bilingual (1026/1017)	+1 (806) 3786270
1740 Building Safety	550328	RJ Marquez	Bilingual (1026/1017)	
1740 Building Safety	550394	David Galvan	Bilingual (1026/1017)	
1910 Fire Operations	207549	JEFFREY JUSTUS	Bilingual (1026/1017)	+1 (806) 3783548
1910 Fire Operations	220566	JOSE GARCIA	Bilingual (1026/1017)	+1 (806) 3817913
1910 Fire Operations	220780	ALEX LAUGESSEN	Bilingual (1026/1017)	+1 (806) 3592089
1910 Fire Operations	223037	JOHN GRIEGO	Bilingual (1026/1017)	
1910 Fire Operations	378236	JOHN CRUZ	Bilingual (1026/1017)	+1 (806) 3789360
1910 Fire Operations	378926	JAY ALEJANDRE	Bilingual (1026/1017)	+1 (806) 3789360
1910 Fire Operations	458084	PAUL CARRION	Bilingual (1026/1017)	+1 (806) 4575600
1910 Fire Operations	467589	DANNIE MEZA	Bilingual (1026/1017)	+1 (806) 3592089
1910 Fire Operations	471514	JUAN CRUZ-ARIZPE (On Leave)	Bilingual (1026/1017)	
1910 Fire Operations	483040	ERICK ESPINOZA	Bilingual (1026/1017)	+1 (806) 4575610
1910 Fire Operations	487982	ERIK GOMEZ	Bilingual (1026/1017)	
1910 Fire Operations	490834	GERMAN ACOSTA	Bilingual (1026/1017)	
1910 Fire Operations	490844	AARON PEREZ	Bilingual (1026/1017)	
1910 Fire Operations	490864	JOSE GONZALES	Bilingual (1026/1017)	
1940 Fire Civilian Personnel	221037	LAURO ARIAS	Bilingual (1026/1017)	
1940 Fire Civilian Personnel	490017	MARIA CAWTHRON	Bilingual (1026/1017)	
52200 Water Production	426316	GABRIEL HERNANDEZ	Bilingual (1026/1017)	
52200 Water Production	493427	JACINTO ENRIQUEZ	Bilingual (1026/1017)	
52210 Water Transmission	222245	SALVADOR CARRERA	Bilingual (1026/1017)	
52210 Water Transmission	461117	MANUEL BLEA	Bilingual (1026/1017)	
52210 Water Transmission	482665	JOSE PERALES	Bilingual (1026/1017)	+1 (806) 3783019
52220 Surface Water Treatment	383656	Tony MADRID JR	Bilingual (1026/1017)	

52220 Surface Water Treatment	482145	JACQUELINE GAUNA	Bilingual (1026/1017)	+1 (806) 3783019
52220 Surface Water Treatment	482663	BRIAN CHAVIRA	Bilingual (1026/1017)	+1 (806) 3783019
52230 Water Distribution	550393	Mawen Maywin	Bilingual (1026/1017)	
52230 Water Distribution	550489	Pablo Baeza	Bilingual (1026/1017)	
52230 Water Distribution	550687	Isaias Gonsalez	Bilingual (1026/1017)	
52230 Water Distribution	550915	Abel Ponce	Bilingual (1026/1017)	
52230 Water Distribution	551087	Johnny Maes	Bilingual (1026/1017)	
52240 Waste Water Collection	222428	EVARISTO CAMPOS	Bilingual (1026/1017)	+1 (806) 3786826
52240 Waste Water Collection	222437	FABIAN MARTINEZ	Bilingual (1026/1017)	+1 (806) 3786824
52240 Waste Water Collection	457804	RUBEN GARCIA	Bilingual (1026/1017)	+1 (806) 3786976
52240 Waste Water Collection	469107	ANTHONY CHAVEZ	Bilingual (1026/1017)	+1 (806) 3786824
52240 Waste Water Collection	470836	GILBERT CANO	Bilingual (1026/1017)	+1 (806) 3786824
52240 Waste Water Collection	481141	Jose Romero	Bilingual (1026/1017)	
52240 Waste Water Collection	487351	CARLOS RODRIGUEZ	Bilingual (1026/1017)	+1 (806) 3786824
52240 Waste Water Collection	550137	JOE HEREDIA	Bilingual (1026/1017)	
52240 Waste Water Collection	550420	Pedro Hernandez	Bilingual (1026/1017)	
52240 Waste Water Collection	550656	Adam Gonzales	Bilingual (1026/1017)	
52260 River Road Water Reclamation	222907	DANIEL MARTINEZ	Bilingual (1026/1017)	+1 (806) 3817905
52260 River Road Water Reclamation	272918	PETRA CARRILLO	Bilingual (1026/1017)	+1 (806) 3817905
52260 River Road Water Reclamation	275837	JORGE VASQUEZ	Bilingual (1026/1017)	+1 (806) 3817905
52260 River Road Water Reclamation	438635	JUAN MINJAREZ	Bilingual (1026/1017)	+1 (806) 3817905
52260 River Road Water Reclamation	459835	DAVID MARTINEZ	Bilingual (1026/1017)	+1 (806) 3817905
52270 Hollywood Road Waste Water Tre	403113	STEPHEN FERREL	Bilingual (1026/1017)	+1 (806) 6220722
52270 Hollywood Road Waste Water Tre	463744	DANIEL LUNA	Bilingual (1026/1017)	+1 (806) 6220722
52270 Hollywood Road Waste Water Tre	468529	JOSE MEDINA	Bilingual (1026/1017)	
52270 Hollywood Road Waste Water Tre	551064	Jessica Bencomo	Bilingual (1026/1017)	

52270 Hollywood Road Waste Water Tre	551174	Martin Rodriguez	Bilingual (1026/1017)	
52281 Laboratory Admin	210236	LORENA SOLIS	Bilingual (1026/1017)	+1 (806) 3421549
52281 Laboratory Admin	461822	JANIE ESPINO	Bilingual (1026/1017)	+1 (806) 3421524
52281 Laboratory Admin	485832	JORGE FLORES	Bilingual (1026/1017)	+1 (806) 4186324
52281 Laboratory Admin	490472	LESLIE DOMINGUEZ	Bilingual (1026/1017)	
52281 Laboratory Admin	550125	JOE ENCINIAS	Bilingual (1026/1017)	
56100 Drainage Utility	456004	FIDENCIO PENA	Bilingual (1026/1017)	+1 (806) 3786911
56100 Drainage Utility	479129	ADRIAN ESQUIVEL	Bilingual (1026/1017)	+1 (806) 3786911
61110 Fleet Services Operations	489444	ANGELREY FUENTES	Bilingual (1026/1017)	
61110 Fleet Services Operations	489979	RUBEN OSORNIO	Bilingual (1026/1017)	
1110 Human Resources	550134	NAOMI NAYAREZ	Bilingual (1026/1017)	
1120 Risk Management	220538	DAVID SANCHEZ	Bilingual (1026/1017)	+1 (806) 3786453
1340 Benefits	494996	MONICA FLORES	Bilingual (1026/1017)	
1252 Facilities Maintenance	441184	CECILIA ARAUJO	Bilingual (1026/1017)	+1 (806) 3785278
1315 Finance	395253	MISTY MENDEZ	Bilingual (1026/1017)	
1315 Finance	441519	JESSICA VALENZUELA	Bilingual (1026/1017)	+1 (806) 3786441
1335 Vital Statistics	480001	TOMAS GONZALEZ	Bilingual (1026/1017)	
1335 Vital Statistics	482932	MICHELLE CHAVEZ	Bilingual (1026/1017)	+1 (806) 3783030
1415 Capital Projects & Development	449497	CLAUDIA FLORES	Bilingual (1026/1017)	+1 (806) 3789084
1415 Capital Projects & Development	459523	MANUEL HERNANDEZ	Bilingual (1026/1017)	+1 (806) 3786001
1415 Capital Projects & Development	462480	ROLANDO VALTIERRA	Bilingual (1026/1017)	
1415 Capital Projects & Development	551189	John Saldana	Bilingual (1026/1017)	
1820 Parks & Rec Administration	551015	Ashley Guerrero	Bilingual (1026/1017)	
1840 Swimming Pools	487811	YAHIR MEDINA	Bilingual (1026/1017)	
1840 Swimming Pools	550487	Adriana De La Rosa	Bilingual (1026/1017)	
1840 Swimming Pools	550803	Eyleen Chacon	Bilingual (1026/1017)	
1840 Swimming Pools	550804	Carol Chacon	Bilingual (1026/1017)	

1840 Swimming Pools	550830	Valery Garcia	Bilingual (1026/1017)	
1840 Swimming Pools	550870	Marilu Moran	Bilingual (1026/1017)	
1840 Swimming Pools	550944	Marlene Moran huerta	Bilingual (1026/1017)	
1850 Parks & Recreation Program	397230	PEDRO SAUCEDO	Bilingual (1026/1017)	+1 (806) 3786008
1850 Parks & Recreation Program	482935	JERMAN SUASTE	Bilingual (1026/1017)	+1 (806) 3784280
1850 Parks & Recreation Program	550279	Jarely Najera	Bilingual (1026/1017)	
1850 Parks & Recreation Program	550297	Camila Alvarez	Bilingual (1026/1017)	
1850 Parks & Recreation Program	550360	Diana Monje	Bilingual (1026/1017)	
1855 Warford Activity Center	427606	ELIZABETH PEREZ	Bilingual (1026/1017)	+1 (806) 8039164
1861 Park Maintenance	415982	Reina VALLES	Bilingual (1026/1017)	
1861 Park Maintenance	450611	MARIA HERNANDEZ	Bilingual (1026/1017)	
52100 Utilities Office	316376	VERONICA JARAMILLO	Bilingual (1026/1017)	
52100 Utilities Office	448970	YESENIA SANDOVAL	Bilingual (1026/1017)	+1 (806) 3786251
52100 Utilities Office	449126	MARTHA NAJERA	Bilingual (1026/1017)	+1 (806) 3786252
52100 Utilities Office	450554	PABLO CHAVEZ	Bilingual (1026/1017)	+1 (806) 3786432
52100 Utilities Office	470827	MARCUS DIAZ	Bilingual (1026/1017)	+1 (806) 3786824
52100 Utilities Office	480002	KIMBERLY FLORES	Bilingual (1026/1017)	+1 (806) 3783030
52100 Utilities Office	488254	BRENDA PEREZ ZAMARRIPA (On Leave)	Bilingual (1026/1017)	
52100 Utilities Office	488808	AMI OROPEZA	Bilingual (1026/1017)	
52100 Utilities Office	492040	CYNTHIA ALVARADO	Bilingual (1026/1017)	
52100 Utilities Office	492945	CINTHIA CAMACHO	Bilingual (1026/1017)	
52100 Utilities Office	495345	EMELY GALINDO	Bilingual (1026/1017)	
52100 Utilities Office	550405	Viridiana McClure	Bilingual (1026/1017)	
52100 Utilities Office	550426	Cinthya Espinoza	Bilingual (1026/1017)	
52100 Utilities Office	550444	ROSARIO PEARSON	Bilingual (1026/1017)	
52100 Utilities Office	550725	Daniela Torres	Bilingual (1026/1017)	
52100 Utilities Office	551066	Ashley Martinez	Bilingual (1026/1017)	

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.

April 5th Amarillo Globe Center

On Friday, October 4, 2024 - 2 members of TXDOT utilized the main lobby for outreach for the statewide multimodal transit plan.

On Friday October 11th and Tuesday October 22nd, 2024 the planning department conducted outreach for the Safe Streets for All consultants within Amarillo.

2025

May 1st Tour of Transformation Park and working with them to provide discounted tickets for current residents

Thursday May 8, 2025, did Gillig show and tell with Head Start on Nelson and explained our services to staff and children - Connie Chavez contact. Sung the Bus Song to about 6 classes

Friday May 9, 2025, did Gillig show and tell with Region 16 at their **Transportation Parade and Resource Fair on May 9, 2025, from 9:00 to 11:00 AM at Alamo Park**. Explained our services to parents, with a table setup with outreach materials. Gave out stickers and candy

May 15th had a booth at the Business Connection Event at the Civic Center 9a-3p

August 19th – Stakeholder meeting for **Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) – Outreach/Meeting**

August 21st - Stakeholder meeting for **Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) – Outreach/Meeting**

August 26th - Stakeholder meeting for **Coordinated Public Transit-Human Services**

Transportation Plan (CPT-HSTP) – Outreach/Meeting

August 28th - Stakeholder meeting for **Coordinated Public Transit-Human Services**

Transportation Plan (CPT-HSTP) – Outreach/Meeting

September 17th - Stakeholder meeting for **Coordinated Public Transit-Human**

Services Transportation Plan (CPT-HSTP) – Outreach/Meeting Internal members

September 18th - Stakeholder meeting for **Coordinated Public Transit-Human**

Services Transportation Plan (CPT-HSTP) – Outreach/Meeting Internal members

October 7th – Job Fair - Outreach

November 1st Had a Job Fair at the Civic Center for Welcome Home for Veterans

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 Mayor’s State of the City presentation held at 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, it piqued 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 representatives 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 with 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.

October 10th, A2024 ACT attended the Civic Center Job Fair

September 7th, 2024, ACT Representatives attended the Rally for Recover

December 3rd, 2024, Bowie Middle School career fair attendance

May 15 – Business Connection with booth at Civic Center – Outreach – 9a-3p

October 7th – Job Fair at Civic Center - Outreach

November 1st Had a Job Fair at the Civic Center for Welcome Home for Veterans – Outreach

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. 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 residents and provide information regarding services.

North Heights Neighborhood

Hamlet Elementary School resource fair. On September 27, 2022, an ACT Connect representative went to this evening's 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, reading paper timetables and locating 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.

May 8 – Head Start on Nelson (Show and tell with Gillig) – Outreach

Thursday May 8, 2025, did Gillig show and tell with Head Start on Nelson and explained our services to staff and children - Connie Chavez contact. Sung the Bus Song to about 6 classes

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.

February 7th, 2025- Travel Training for Coming Home Group – 16 admin

March 21st, 2025, Travel Trained with 18 individuals from DTW.

June 27, 2025 – Travel Training for group (AGAPE) – Outreach/Travel Training – 12 Individuals

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, and 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 mostly 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.

Region 16

Friday May 9, 2025, We did Gillig show and tell with Region 16 at their **Transportation Parade and Resource Fair** on **May 9, 2025, from 9:00 to 11:00 AM at Alamo Park**. Explained our services to parents, with a table setup with outreach materials. Gave out stickers and candy

Transformation Park Organization

May 1st Tour of Transformation Park and working with them to provide discounted tickets for current residents

June 30th – Discussion for Pilot program with Transformation Park

July 1st – Implemented Pilot program to allow Clarity ID rider to ride fare-free (6-month pilot)

Attachment H – City Council Signed Resolution

RESOLUTION NO. 11-18-25-4

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 RESOLUTIONS; AND PROVIDING FOR SEVERABILITY AND AN EFFECTIVE DATE.

WHEREAS, on November 18, 2025, the City adopted a Title VI Compliance Program in accordance with 49 CFR Part 21; and

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

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:

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: To the extent that this Resolution or any part of it conflicts with a prior resolution, then such prior resolution is repealed to the extent of such conflict.

SECTION 5: If any part of this Resolution is determined to be invalid such invalidity shall not affect any other part(s) of this Resolution.

SECTION 6: This resolution shall be effective immediately upon adoption.

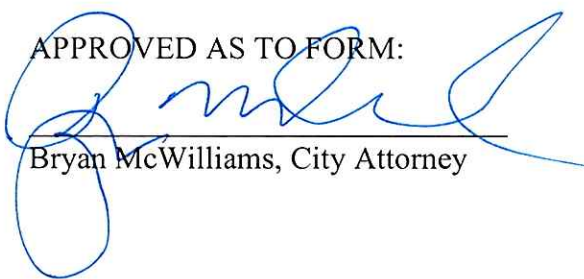
INTRODUCED AND PASSED by the City Council of the City of Amarillo, Texas, on First Reading on this the 18th day of November, 2025 and PASSED on Second and Final Reading on this this 9th day of December, 2025.


Cole Stanley, Mayor

ATTEST:


Stephanie Coggins, City Secretary

APPROVED AS TO FORM:


Bryan McWilliams, City Attorney