Texoma Area Paratransit Systems

Date of Meeting:       April 8, 2015
Time of Meeting:      10:00 AM
Location of Meeting:  3400 Texoma Pkwy, Sherman, TX 75090

AGENDA

1. Call to Order, Declaration of a Quorum and Welcome
   Jay Davidson, Chairman

2. Chairman’s Remarks

3. Approve the Minutes of January 28, 2015 Meeting
   Jay Davidson, Chairman

4. Public’s Opportunity to Speak

5. Recess into Executive Session in compliance with Texas Government Code Section 551.074; Chief Executive Officer, Chief Financial Officer, and Chief Operations Officer:

   (1) to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or

   (2) to hear a complaint or charge against an officer or employee

6. Receive update on Fiscal Year 2015 5311/5307 Federal Funding
   Lori Cannon, CFO

7. Receive Presentation and Answer questions on TAPS Complaint policy
   Brad Underwood, CEO

8. Receive Presentation and Take Action to amend TAPS Title VI Policy
   Brad Underwood, CEO

9. Receive Presentation and Take Action to amend TAPS ADA Policy
   Brad Underwood, CEO
10. Receive Presentation and Take Action to amend TAPS Reservation Policy
Tim Patton, COO

11. **Consent Items:** The following items on the consent agenda are considered to be routine by TAPS and will be enacted with one motion. There will not be separate discussion of these items unless a board member so requests, in which event they will be removed from the general order of business and considered in normal sequence.

   A) Receive Ridership Report and Accept For Months of October, November and December 2014, and January and February 2015
Tim Patton, COO

12. Adjourn


If you plan to attend this public meeting and you have a disability that requires special arrangements at the meeting, please contact the TAPS office at 903-893-4601 before 9:00 a.m. on the date of the meeting and reasonable accommodations will be made to assist your needs.
The TAPS Board of Directors met at 3400 Texoma Pkwy Sherman, TX 75090 for a semimonthly board meeting.

1. Chairman, Jay Davidson, opened the meeting at 10:02 am and declared a quorum was present.

2. The minutes from the January 28, 2015 were reviewed. A motion was made by Joan Schaffner to approve the minutes. The motion was seconded by H.L. Compton. Motioned carried.

3. The public was given an opportunity to speak. No one spoke. At 10:04 Randy Pogue arrived.

4. At 10:05 am the TAPS Board convened in executive session to:

   (1) deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or
   (2) hear a complaint or charge against an officer or employee

5. The board reconvened in regular session at 10:32 am.

6. The board received an update on Fiscal Year 2015 5311/5307 Federal Funding. No action was taken.

7. The board received a presentation on TAPS Complaint Policy. No action was taken.

8. Kenneth Liggett motioned to amend TAPS Title VI Policy. H.L. Compton seconded the motion. Motion carried.
9. Leon Klement motioned to amend TAPS ADA Policy. Randy Pogue seconded the motion. Motion carried.

10. Brian Loughmiller motioned to amend TAPS Reservation Policy. Joan Schaffner seconded the motion. Motion carried.


12. Additional business: Kenneth Liggett requested the Board to consider a policy to provide rides between Clay County and Wichita Falls. Brad responded that TAPS is waiting on TTI to do a cost analysis which should be completed around the July/August timeframe. This is being covered 100% by TxDOT.

13. Meeting was adjourned at 11:23 am.

Passed, Approved and Adopted August 12, 2015.

Chairman, TAPS Board of Directors    Secretary, TAPS Board of Directors
## Board of Directors Roster 2015

**Chairman**  
**Jay Davidson,** Councilman  
City of Decatur  
PO Box 2  
Decatur, Texas 76234  
940-627-7524-Home  
817-992-1328- Cell  
jmdconsulting@hotmail.com  
Term Started: 11/09  
Term Exp: 11/15

**Vice-Chairman**  
**Chris Hill,** Commissioner  
Collin County  
2300 Bloomdale Rd, Ste. 4192  
McKinney, TX 75071  
chill@collincountytx.gov  
Ph: 972-424-1460  
Term Started: 05/13  
Term Exp: 05/15

**Secretary**  
**Ken Brawley,** Councilman  
2813 South Caprice  
Denison, TX 75020  
Res. Phone 903-465-6210  
Bus. Phone 903-818-9975  
kenbrawley77@gmail.com  
Term Started: 01/12  
Term Exp: 06/16

**Spanky Carter,** Judge  
Fannin County  
101 E Sam Rayburn Dr, Ste. 101  
Bonham, Texas 75418  
903-583-7455  
rwatts@fanninco.net  
Term Started: 09/11  
Term Exp: 09/13

**H. L. Compton,** Councilman  
301 Star Street  
Bonham, TX 75418  
hlcompton@verizon.net  
903-640-0000  
214-926-8491  
Term Started: 05/13  
Term Exp: 05/15

**Rick Lewis,** Judge  
Montague County  
P.O. Box 475  
Montague, Texas 76251  
940-894-2401 - Office  
v.stout@co.montague.tx.us  
Term Started: 01/15  
Term Exp: 01/17

**Kenneth Liggett,** Judge  
Clay County  
214 N Main  
Henrietta, Texas 76365  
940 538-4651  
ccjudge@claycountytx.com  
Term Started: 10/08  
Term Exp: 10/16

**Randy Pogue,** Councilman  
City of McKinney  
222 N. Tennessee St  
McKinney, Texas 75069  
972-547-7501-Office  
rpogue@mckinneytexas.org  
Term Started: 05/13  
Term Exp: 05/15

**Joan Schaffner,** Civic Leader,  
Clay County  
402 Pioneer Trail  
Henrietta, TX 76365  
940-538-5057-Home  
sewnsew@wfquik.com  
Term Started: 10/01  
Term Exp: 02/16

**Danny White,** Commissioner  
Wise County  
PO Box 899  
Decatur, Texas 76234  
940-627-5810-Office  
940-393-3261- Cell  
Comm1@co.wise.tx.us  
Term Started: 09/10  
Term Exp: 09/14

**Brian Loughmiller,** Mayor  
City of McKinney  
222 N. Tennessee St  
McKinney, Texas 75069  
972-547-7501-Office  
bloughmiller@mckinneytexas.org  
Term Started: 05/13  
Term Exp: 05/15

**Leon Klement,** Commissioner  
Cooke County  
100 S. Dixon – Room 112  
Gainesville, Texas 76240  
940-668-5433  
Leon.Klement@co.cooke.tx.us  
Term Started: 07/13  
Term Exp: 07/15

**Eric Hogue,** Mayor  
City of Wylie (DFW UZA)  
300 Country Club Rd. Bld 100  
Wylie, Texas 75098  
972-516-6010  
Eric.hogue@wylie texas.gov  
Term Started: 06/13  
Term Exp: 06/15

**Cary Wacker,** Mayor  
City of Sherman  
900 N. Grand, Suite #6G  
Sherman, Texas 75090  
903-813-2042  
cwacker@austincollege.edu  
Term Started: 01/15  
Term Exp: 01/17

**Bill Magers,** Judge  
Grayson County Judge  
100 W. Houston  
Sherman, Texas 75090  
(903) 813-4228  
bmagers@co.grayson.tx.us  
Term Started: 01/15  
Term Exp: 01/17
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5. **Recess into Executive Session in compliance with Texas Government Code Section 551.074; Chief Executive Officer, Chief Financial Officer, and Chief Operations Officer:**  
   (1) to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or  
   (2) to hear a complaint or charge against an officer or employee  
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11. **Consent Items:** The following items on the consent agenda are considered to be routine by TAPS and will be enacted with one motion. There will not be separate discussion of these items unless a board member so requests, in which event they will be removed from the general order of business and considered in normal sequence.

A) Receive Ridership Report and Accept For Months of October, November and December 2014 and January and February 2015
   Tim Patton, COO

12. Adjourn
1. Call to Order, Declaration of a Quorum and Welcome
Jay Davidson, Chairman
2. Chairman’s Remark
3. Approve the Minutes of January 28, 2015 Meeting
   Jay Davidson, Chairman
MEMBERS PRESENT: Cary Wacker, H.L. Compton, Joan Schaffner, Jay Davidson, Kenneth Liggett, Rick Lewis, Bill Magers, Leon Klement, Ken Brawley, Randy Pogue, and Brian Loughmiller

STAFF PRESENT: Brad Underwood, Tim Patton, Jeannie Slape, Darlene Smith, Barbara Reeves, Marily Hite, and Corey Young

GUEST PRESENT: Nancy Knapp, Darrek Ferrell and Mike Conway

The TAPS Board of Directors met at 3400 Texoma Pkwy Sherman, TX 75090 for a semimonthly board meeting.

1. Chairman, Jay Davidson, opened the meeting at 10:08 am and declared a quorum was present.

2. The minutes from the November 19, 2014 were reviewed. A motion was made by Joan Schaffner to approve the minutes with the correction of Hogue. The motion was seconded by Kenneth Liggett. Motioned carried.

3. The public was given an opportunity to speak. Nancy Knapp spoke.

4. The Board skipped to Item #9. Cary Wacker made a motion to adopt the Audit Report for FY2013. The motion was seconded by H.L. Compton. Motions carried.

5. The board received a presentation on 2014 Year in Review. No action was taken.

6. The board received a presentation on the Collin County JARC Routes. No action was taken. H.L. Compton left room at 10:32 am and returned at 10:34 am.

7. The Board received an update Ridership for the McKinney Fixed Routes. No action was taken.

8. The Board received an update on Southern Oklahoma Stakeholder Contribution for FY2015. No action was taken. Brain Loughmiller left the room at 10:59 am and returned at 11:04 am.

9. Ken Brawley motioned to enter into a fee for service agreement with My Possibilities of Plano for fixed shuttle service. Randy Pogue seconded the motion. Motioned carried.
10. The Board received presentation on 2014 and 2015 Federal Funding Allocations, Timing, and Possible Implications of delay. No action was taken.

11. Brian Loughmiller motioned to amend TAPS Confidentiality Policy. Randy Pogue seconded the motion. Motion carried.

12. Joan Schaffner motioned to amend TAPS Background Check Policy. Randy Pogue seconded the motion. Motion carried.

13. At 11:26 am the TAPS Board convened in executive session to:

   (1) deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or
   (2) hear a complaint or charge against an officer or employee

   for Chief Executive Officer, Chief Financial Officer, Chief Operations Officer, and Financial Director.


15. The board skipped the consent items for financial and ridership reports for October 2014, November 2014 and December 2014.

16. Bill Magers motioned to adjourn the meeting. The motion was seconded by Randy Pogue. Meeting was adjourned at 12:18 pm.

Passed, Approved and Adopted April 8, 2015.

Chairman, TAPS Board of Directors or
Secretary, TAPS Board of Directors
4. Public’s Opportunity to Speak
5. Recess into Executive Session in compliance with Texas Government Code Section 551.074; Chief Executive Officer, Chief Financial Officer, and Chief Operations Officer:

(1) to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or

(2) to hear a complaint or charge against an officer or employee
6. Receive update on Fiscal Year 2015 5311/5307 Federal Funding
Lori Cannon, CFO
7. Receive Presentation and Answer questions on TAPS Complaint Policy
Brad Underwood, CEO
Texoma Area Paratransit System (TAPS)
External Complaints Policy

Purpose
To address and resolve external complaints and concerns raised by clients, riders, providers and members of the general public in a timely manner.

Policy and Procedure

Overview
TAPS maintains a strict process to address and resolve external complaints and concerns. It is the sole responsibility of the Risk Management Department to take in, sort, and ultimately resolve incoming complaints. When warranted due to a safety consideration, Risk Management will interface directly with the Safety and Security Department. Incoming complaints will be classified at specific levels (defined in the Tier System), and subsequently either directly resolved by the Customer Satisfaction Team (Department of Risk Management) or forwarded to the appropriate department head, as is deemed necessary by the CST.

First Level Review

Complaints will be received exclusively through three distinct channels:

- Email: complaints@tapsbus.com
- Phone: 855-331-6732
- Written Letter

These are the only channels through which TAPS will handle incoming complaints and concerns. It is TAPS’ policy that any complaint received by a TAPS employee, First Transit employee, TMS employee, TAPS board member or affiliated party be referred directly to one of the three channels listed above. It is TAPS’ policy that TAPS employees, First Transit employees, TMS employees, TAPS board members and affiliated parties not ever directly address external complaints and concerns or engage clients, riders, etc. in discussing a specific complaint.

Once received through one of the channels listed above, the CST will read/listen to the complaint and make contact with the concerned party within 1 business day of receipt of the complaint (Tier 3 and 4 complaints). In the event that the CST receives a Tier 1 or Tier 2 (safety sensitive) complaint, the CST will immediately make contact with the Safety and Security Department, at which point it will be the responsibility of the Safety and Security Department to investigate and resolve the complaint. For non-safety sensitive complaints, contact will be made via “mirror the source”; i.e. if the party submitted a complaint via email, the CST will respond by email, if by phone, then the response will be by phone. In the event that a client submits a written letter,
TAPS’ formal complaints process (described below) will come into effect from the date the letter is received by the CST.

In most cases, the CST will attempt to resolve the complaint with the client within 1 business day of receiving it. If the CST makes contact with the client and the complaint is not resolved in that timeframe, the CST will have 7 business days to conduct an investigation and attempt to resolve the complaint. At that point, if the client is still not satisfied with the resolution of their complaint, TAPS’ formal complaints process (described below) will come into effect.

Formal Complaints Process

At any point, a client may submit a written letter to TAPS outlining a specific complaint. This letter, at a minimum, must contain:

- Client’s full name
- Client’s phone number
- Client’s address
- Client’s email address
- Date of Incident
- Summary of Complaint
- TAPS personnel/vehicles involved

Once received, this letter will initiate TAPS’ formal complaint process. The Risk Management Department will have seven business days (from the date of receipt) to investigate the complaint, attempt to resolve it, and respond in writing to the client. If the client is still not satisfied with the resolution, they will be given the chance to appeal the decision/resolution.

Escalation and Appeal

Once the formal complaint process has been initiated and the complainant has received a written response from the Risk Management Department, the client reserves the right to appeal any decision/resolution arrived at by the RM Team.

To request an appeal, the client must submit a written letter to the RM team within 7 calendar days of the postmark of the letter they received from the RM team with the decision/resolution that they wish to appeal. Once TAPS receives the letter, the Compliance Officer I will have 7 business days from the date of receipt to respond in writing. If the complainant still wishes to appeal, they must again submit a written letter within 7 calendar days. Once TAPS receives the letter, the Director of Risk Management will have 14 business days from the date of receipt to respond in writing. If the complainant still wishes to appeal, they must again submit a written letter within 7 calendar days. Once TAPS receives the letter, a chief level officer (COO, CAO, CFO, CLO) will have 14 business days from the date of receipt to respond in writing. If the complainant still wishes to appeal, they must again submit a written letter within 7 calendar days. Once TAPS receives the letter, the CEO will have 30 business days to review everything up until that point, conduct their own investigation, and respond to the complainant. If the complainant still wishes to appeal, they must submit a written letter once more within 7 calendar days of the
postmark of the CEO’s response letter. At that point, it is at the CEO’s discretion whether or not to escalate the matter to the Board of Directors. If the CEO decides that the complainant’s issue warrants action by the Board of Directors, they will have 30 business days to review the facts and respond to the complainant in writing.

All decisions made by the CEO, unless it is decided that the issue shall be escalated to the Board of Directors, are final. If a complaint, at the discretion of the CEO, reaches the Board of Directors, their decision at that point becomes final.

**Tier System**

<table>
<thead>
<tr>
<th>Tier</th>
<th>Complaint Type</th>
<th>Response time</th>
<th>Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>“Major” issues involving safety or injury (e.g. traffic accident, reckless driving, evidence of weapon, assault, inappropriate sexual behavior, fraud, etc.)</td>
<td>One business day to respond to complainant</td>
<td>The Drivers must notify the director of Safety and Security. He/she will inform TML (if there is a claim) and inform all of the chiefs. He/she will also notify the Director of Risk Management, who will in turn notify TAPS’ Legal Team.</td>
</tr>
<tr>
<td>Tier 2</td>
<td>“Major” issues involving service, behavior and safety with no injury (e.g. allegation of reckless driving, minor accident (not involving injury), vehicle safety)</td>
<td>One business day to respond to complainant</td>
<td>The Safety and Security Team will notify the Chief Operating Officer, and the Director of Risk Management. The Risk Management Department will investigate if necessary.</td>
</tr>
<tr>
<td>Tier 3</td>
<td>“Moderate” issues involving service or behavior (e.g., driver/customer late, long hold times, poor customer service, vehicle maintenance issues, etc.)</td>
<td>One business day to respond to complainant. Seven business days to resolve the complaint</td>
<td>The Risk Management Department will investigate if necessary. The Customer Service Team will respond to the complainant in the appropriate time frame.</td>
</tr>
<tr>
<td>Tier 4</td>
<td>“Minor” complaint/issues not involving safety, behavior or timeliness (e.g. dirty vehicle, driver odor, driver rudeness)</td>
<td>One business day to respond to complainant. Seven business days to resolve the complaint</td>
<td>The Risk Management Department will investigate if necessary. The Customer Service Team will respond to the complainant in the appropriate time frame.</td>
</tr>
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</tr>
<tr>
<td>Informational complaints</td>
<td>Information/questions about routes such as suggestion for fixed routes, stop additions, etc.</td>
<td>One business day</td>
<td>The Marketing and Communications team will be responsible for responding to the client within 7 business days.</td>
</tr>
</tbody>
</table>
8. Receive Presentation and Take Action to amend TAPS Title VI Policy
Brad Underwood, CEO
To: TAPS Board of Directors

From: Josh Walker, Director of Safety & Security/Risk Management

Subject: Item #8 Take Action to amend TAPS’ Title VI Policy

Board:

The current Title VI Policy needs to be updated in order to be compliant with FTA Circular 4702.1B. This update pertains to the establishment of System-Wide Service Standards and Policies for fixed route transit providers.

1.) Page 14 and 15 contains the new addition of Standards and services for fixed routes. This pertains to on-time performance, service availability standards, transit amenities distribution and vehicle assignment standards.

Recommendation:

To approve final recommendations.
Title VI and LEP Plan

Agency Name: Texoma Area Paratransit System, Inc.

Date Adopted: February 19, 2014

I. Plan Statement
Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI 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 subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Texoma Area Paratransit System, Inc. (TAPS) 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 in Federal Transit Administration (FTA) Circular 4702.1.B.

This plan was developed to guide TAPS in its administration and management of Title VI-related activities.

Title VI Coordinator Contact information
Texoma Area Paratransit System, Director of Mobility Management

II. Title VI Information Dissemination
Title VI information posters shall be prominently and publicly displayed in the TAPS facilities and on their revenue vehicles. The name of the Title VI coordinator is available on the TAPS website, at www.tapsbus.com. Additional information relating to nondiscrimination obligation can be obtained from the TAPS Title VI Coordinator.

Title VI information shall be disseminated to TAPS employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of the TAPS policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and TAPS’s expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B).

III. Subcontractors
All subcontractors who receive payments from TAPS where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Written contract shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.
IV. Record Keeping

The Title VI Coordinator, or his/her designee, will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the TAPS Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

V. Title VI Complaint Procedures

How to file a Title VI Complaint?
The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with TAPS at the following address:

Texoma Area Paratransit System
3400 Texoma Parkway
Sherman, TX 75090

NOTE: TAPS encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?
All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by TAPS will be directly addressed by TAPS. TAPS shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, TAPS shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Originally Adopted 07/20/11, Revised 02/19/14
How will the complainant be notified of the outcome of the complaint?
TAPS will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from TAPS, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

VI. Community Outreach

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

TAPS has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. Between 20012-2014, the public was invited to participate in these activities:

Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). Federal transit law, as amended by MAP-21, requires that projects selected for funding under the Elderly and Individuals with Disabilities Program (Section 5310) be derived from a coordinated plan. Multiple stakeholder meetings were held in the development of the plan for 5310 services.

Transit Improvement Plan (TIP). The TIP is a fiscally constrained three-year planning document that addresses transportation projects and programs including: federal, state and local highways, transit, ridesharing, bike paths and pedestrian facilities. If an item we wish to purchase is not in the TIP, it cannot be funded. The TIP process includes public hearings and public comment periods.

Regional Transportation Coordination. TAPS is the lead agency for Regional Transportation Coordination in the Texoma Region. Coordination meetings are held quarterly with multiple stakeholders and other interested parties, with representatives of the following agencies/groups regularly attending: Area Agency on Aging and Disabilities, Meals on Wheels, Texoma Area Paratransit System, Southern Oklahoma Rural Transportation System, Hispanic Heritage Council, Veteran’s Administration, Texoma Workforce Development Board, Vietnam Veterans Association, Texoma Council of Governments.
Board Meetings. The TAPS Board of Directors holds meetings every other month and the public is invited to attend and given the opportunity to make comment.

Public Meetings. When new service is proposed information is disseminated to the neighborhoods affected and public meetings are scheduled.

TAPS provides services at no cost to the community during community-wide events such as fairs and festivals. This is done with the agreement TAPS will be given event sponsorship recognition and will be listed in all outreach materials published by the event promoters.

TAPS makes presentations to community groups and organizations, as invited, and has representatives serving on local committees including the Family Self-Sufficiency Advisory Committee, Texoma Homeless Coalition, Sherman Chamber of Commerce, Grayson County Social Services Association, and Grayson Hispanic Heritage Council.

Customer Complaint Process. Citizens may call our Designated Complaint Line at 903-868-9172 to lodge a complaint or comment. All complaints/comments are input into a database and then distributed to the relevant manager who researches the complaint and responds back to the citizen. TAPS complaint process was updated in 2013.

TAPS submits to the Texas Department of Transportation annually an application for funding. The application covers funding for planning, capital, and operating assistance. Part of the annual application is a public notice, which includes a 30-day public comment period.

Additionally, TAPS has identified the following organizations as important resources for community outreach of the target LEP populations in our region:

Key Memorial United Methodist Church
903-892-9162

St. Patrick's Catholic Church – Denison
903-463-3275
businessoffice@saintpats.net

Share Ministries
804 E Lamar St
Sherman, TX 75090
903-893-6031

Iglesia Bautista Camino Real
500 E US Highway 69
Denison, TX 75021
(903) 465-6779
Garcia.pz@sbcglobal.net
Primera Iglesia Bautista Hispana
salcedo@texoma.net

The Concilio
400 South Zang Boulevard, Suite 300
Dallas, TX 75208
214-818-0481
concilio@theconcilio.org

Hispanic Women's Network of Texas - Dallas Chapter
P.O. Box 670611
Dallas, TX 75367
512-481-1600
dallas@hwnt.org

Grayson Hispanic Heritage Council
PO Box 488
Sherman, TX 75090
(903) 893-4882
info@GraysonHispanicHeritage.org

National Association of Hispanic Nurses - Dallas Chapter
Box 35452
Dallas, TX, 75235
(972) 971-7423
elia.delta@yahoo.com

Bowie Hispanic Church
1109 Garlington St.
Bowie, TX 76230
(940) 627-2768

MasterKey Ministries of Grayson County, Inc.
707 S. Sam Rayburn Freeway
Sherman, TX 75090
(903) 870-6014

Sherman Public Library
421 N Travis St.
Sherman, TX 75090
(903) 892-7240

Denison Public Library
300 W Gandy St
Denison, TX 75020
(903) 465-1797

Originally Adopted 07/20/11, Revised 02/19/14
VII. Utilization Analysis

Equal employment opportunity assumes that the workforce of any given business concern should mirror the race and sex composition of the population. A major factor in assessing equal employment opportunity is the skill availability of the labor pool. Equal Employment Opportunity legislation (Title VII of the Civil Rights Act of 1964, as amended) and subsequent executive orders (Executive Order 11246, as amended), require that Federal contractors and subcontractors certify that they do not discriminate with respect to employment and the conditions thereof. Furthermore, business concerns contracting with the Federal government must take affirmative action to achieve and insure equal employment opportunity.

The assessment below views the total TAPS workforce, provides a job classification breakdown according to minorities and non-minority females and the availability of minorities and non-minority females in the TAPS service area.

A. TAPS Public Transit Workforce

The TAPS workforce consists of approximately 200 employees representing three occupational groups: management, bus operators, and maintenance staff. It is the policy of TAPS to promote from within.

<table>
<thead>
<tr>
<th>TAPS Public Transit as of February 10, 2013</th>
<th>Total Workforce</th>
<th>Management Supervisors</th>
<th>Bus Operators Call Center</th>
<th>Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Actual</td>
<td>Percent</td>
<td>Actual</td>
<td>Percent</td>
</tr>
<tr>
<td>Total Workforce</td>
<td>181</td>
<td>100%</td>
<td>40</td>
<td>100%</td>
</tr>
<tr>
<td>Male</td>
<td>108</td>
<td>60%</td>
<td>22</td>
<td>55%</td>
</tr>
<tr>
<td>Female</td>
<td>73</td>
<td>40%</td>
<td>18</td>
<td>45%</td>
</tr>
<tr>
<td>White</td>
<td>136</td>
<td>75%</td>
<td>30</td>
<td>75%</td>
</tr>
<tr>
<td>African American</td>
<td>38</td>
<td>21%</td>
<td>4</td>
<td>10%</td>
</tr>
<tr>
<td>American Indian/Alaskan</td>
<td>7</td>
<td>4%</td>
<td>6</td>
<td>15%</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>0</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

B. LABOR MARKET

As can be seen in Appendix H, in 2010 the U.S. Census Bureau showed 24.5 percent of the TAPS service area population is minority and approximately 34 percent of the minority population (8.4% of the total population) identifies itself as being Asian. The next largest minority group is the African American population, comprising approximately 30 percent of the minority population (7.3% of the total population). This is following closely by group which identifies itself as “other” minority who make up approximately 21 percent of the minority population (5.2% of the total population). The minority labor force is relatively small but not insignificant, and is consistent with the norm for comparable communities. The male:female ratio of the population is approximately 50:50.
The TAPS workforce is considered small, but is experiencing rapid growth. All goals will be considered during the hiring process for all open positions, whether they be new positions or the result of job attrition among the current staff.

C. GOALS

Through the assessment of the current levels of minority and female employment within TAPS and the availability of minorities and women, as shown in the Exhibits, quantifiable patterns emerged. Due to the small numbers of individuals involved in the percentage, a variance of 1-10 is considered to be within proper utilization levels.

The Goals below are based on current and past workforce and reflect the occupations represented by each.

<table>
<thead>
<tr>
<th></th>
<th>Total Workforce</th>
<th>Management Supervisors</th>
<th>Bus Operators Call Center</th>
<th>Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>55%</td>
<td>50%</td>
<td>55%</td>
<td>90%</td>
</tr>
<tr>
<td>Female</td>
<td>45%</td>
<td>50%</td>
<td>45%</td>
<td>10%</td>
</tr>
<tr>
<td>White</td>
<td>75%</td>
<td>80%</td>
<td>70%</td>
<td>90%</td>
</tr>
<tr>
<td>Asian</td>
<td>10%</td>
<td>5%</td>
<td>15%</td>
<td>0%</td>
</tr>
<tr>
<td>Black</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>0%</td>
</tr>
</tbody>
</table>

VIII. Limited English Proficiency (LEP) Analysis and Assistance Plan

Individuals with a limited ability to read, write, speak, or understand English are limited English proficient, or “LEP.” According to the 2010 U.S. Census, LEP individuals accounted for 25.2 million, or 9 percent, of the US population over age 5. The number of LEP individuals in the United States grew 80 percent between 1990 and 2010. The highest concentrations of LEP individuals were found in the six traditional immigrant-destination states – California, Texas, New York, Florida, Illinois, and New Jersey. These states each had 1 million or more LEP residents and together represented 68 percent of the total LEP population.

Spanish-speaking LEP individuals accounted for 66 percent of the total US LEP population in 2010. The next two languages most commonly spoken were Chinese and Vietnamese, which accounted for 6 percent and 3 percent, respectively. While the predominance of Spanish eclipses other languages spoken by LEP individuals in terms of share and absolute number, the diversity of other LEP-spoken languages has important implications for government agencies, businesses, and communities in which LEP individuals reside, particularly when vital information must be communicated to all residents.

In 2010, five languages – Spanish, Chinese, Vietnamese, Korean, and Tagalog – were spoken by 79 percent of all LEP individuals. The sixth through tenth most common languages spoken by LEP individuals – Russian, French Creole, Arabic, Portuguese, and African languages – were distributed roughly equally.
Public transit is a key means of achieving mobility for many LEP persons. According to the 2000 Census, more than 11 percent of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 4 percent of English speakers. Recent immigrants to the United States (including those persons who may not be limited English proficient) use public transportation at higher rates than native-born adults. Agencies that provide language assistance to persons with limited English proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers.

Catering to LEP persons may also help increase and retain ridership among the agency’s broader immigrant communities in two important ways: 1) agencies that reach out to recent immigrant populations in order to prepare a language implementation plan send a positive message to these persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant populations.

**Legal basis for language assistance requirements**

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds 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 that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), 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 states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

The U.S. DOT requires that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). DOT recommends that recipients use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

**Evaluation**

**The Four Factor Analysis**

Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1) The
number or proportion of LEP persons eligible to be served or likely to be encountered by a
program, activity, or service of the recipient or grantee; (2) the frequency with which LEP
individuals come in contact with the program; (3) the nature and importance of the program,
activity, or service provided by the recipient to people’s lives; and (4) the resources available to
the recipient and costs.

**Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the
Eligible Service Population.**

In TAPS’ seven county service area of Fannin, Grayson, Collin, Cooke, Montague, Clay, and
Wise Counties there are a small but growing population of people with Limited English
Proficiency (LEP). As indicated by Table 1, the primary demographic that represents the LEP
population are Spanish speaking people. Throughout the service area, there are 44,779 Spanish
speakers who speak English “less than very well”. Most of the Spanish speaking people in this
area are Hispanic. Over the past year, TAPS has completed Spanish language translation of all
vital documents with the assistance of the Hispanic Heritage Council, who continue to be great
partners with TAPS in providing services to the Spanish speaking LEP population.

TAPS recently took over as the service provider in Collin County. According to 2010 census
data, as shown in Table 2, there are 15 different languages spoken in Collin County by at least
1,000 individuals. Based on a survey of TAPS employees conducted in February, 2014, with the
exception of Spanish speakers, few individuals of other LEP groups are encountered with any
frequency. At this point in time, it is not economically feasible to pre-print any documents in
these languages, but they will be made available upon request.

TAPS contacted several organizations included religious organizations, schools, community
organizations, and governmental agencies that were identified as serving Spanish speaking
populations. Resoundingly the organizations said that they believe that LEP persons have
difficulty using public transportation. The language barrier was noted as the primary cause for a
lack of awareness and consequently utilization of TAPS services.
1. Language Fluency - All Counties
Source: 2008-2012 American Community Survey 5-Year Estimates

<table>
<thead>
<tr>
<th>County</th>
<th>English only</th>
<th>Language other than English</th>
<th>Speak English less than &quot;very well&quot;</th>
<th>Other Indo-European languages</th>
<th>Speak Other Languages less than &quot;very well&quot;</th>
<th>Asian and Pacific Islander languages</th>
<th>Other languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clay Estimates</td>
<td>10,128</td>
<td>9,824</td>
<td>304</td>
<td>81</td>
<td>233</td>
<td>71</td>
<td>61</td>
</tr>
<tr>
<td>Cooke Estimates</td>
<td>35,725</td>
<td>30,688</td>
<td>5,037</td>
<td>2,108</td>
<td>4,644</td>
<td>1,997</td>
<td>179</td>
</tr>
<tr>
<td>Fannin Estimates</td>
<td>31,939</td>
<td>29,224</td>
<td>2,715</td>
<td>990</td>
<td>2,459</td>
<td>969</td>
<td>128</td>
</tr>
<tr>
<td>Grayson Estimates</td>
<td>112,853</td>
<td>101,906</td>
<td>10,947</td>
<td>4,827</td>
<td>9,141</td>
<td>4,196</td>
<td>1,354</td>
</tr>
<tr>
<td>Montague Estimates</td>
<td>18,478</td>
<td>16,870</td>
<td>1,608</td>
<td>443</td>
<td>1,460</td>
<td>444</td>
<td>111</td>
</tr>
<tr>
<td>Wise Estimates</td>
<td>55,416</td>
<td>47,602</td>
<td>7,814</td>
<td>3,159</td>
<td>7,481</td>
<td>3,052</td>
<td>277</td>
</tr>
<tr>
<td>Total - All Counties</td>
<td>994,605</td>
<td>784,395</td>
<td>120,210</td>
<td>79,304</td>
<td>105,726</td>
<td>44,779</td>
<td>42,263</td>
</tr>
</tbody>
</table>

2. Language Spoken at Home - All Counties
Source: 2010 Census

<table>
<thead>
<tr>
<th>Language</th>
<th>Clay</th>
<th>Collin</th>
<th>Cooke</th>
<th>Fannin</th>
<th>Grayson</th>
<th>Montague</th>
<th>Wise</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>English only</td>
<td>10,020</td>
<td>366,250</td>
<td>30,545</td>
<td>27,520</td>
<td>96,110</td>
<td>16,920</td>
<td>40,530</td>
<td>587,895</td>
<td>85.39%</td>
</tr>
<tr>
<td>Spanish</td>
<td>245</td>
<td>40,115</td>
<td>2,875</td>
<td>1,580</td>
<td>5,870</td>
<td>945</td>
<td>4,545</td>
<td>56,175</td>
<td>8.16%</td>
</tr>
<tr>
<td>Chinese</td>
<td>9,615</td>
<td>35</td>
<td>65</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9,715</td>
<td>1.41%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>3,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,000</td>
<td>0.44%</td>
</tr>
<tr>
<td>Persian</td>
<td>2,960</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2,985</td>
<td>0.43%</td>
</tr>
<tr>
<td>German</td>
<td>35</td>
<td>1,875</td>
<td>120</td>
<td>140</td>
<td>300</td>
<td>40</td>
<td>90</td>
<td>2,600</td>
<td>0.38%</td>
</tr>
<tr>
<td>French</td>
<td>15</td>
<td>2,165</td>
<td>80</td>
<td>115</td>
<td>15</td>
<td>95</td>
<td></td>
<td>2,485</td>
<td>0.36%</td>
</tr>
<tr>
<td>Korean</td>
<td>2,335</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2,335</td>
<td>0.34%</td>
</tr>
<tr>
<td>Russian</td>
<td>1,515</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,510</td>
<td>0.23%</td>
</tr>
<tr>
<td>Arabic</td>
<td>1,480</td>
<td></td>
<td>25</td>
<td>30</td>
<td>30</td>
<td></td>
<td></td>
<td>1,565</td>
<td>0.23%</td>
</tr>
<tr>
<td>Hindi</td>
<td>1,450</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,510</td>
<td>0.22%</td>
</tr>
<tr>
<td>Urdu</td>
<td>1,395</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,460</td>
<td>0.21%</td>
</tr>
<tr>
<td>Telugu</td>
<td>1,140</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,140</td>
<td>0.17%</td>
</tr>
<tr>
<td>Mandarin</td>
<td>1,110</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,110</td>
<td>0.16%</td>
</tr>
<tr>
<td>Gujarathi</td>
<td>1,085</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,085</td>
<td>0.16%</td>
</tr>
</tbody>
</table>
Factor 2: The Frequency with Which LEP Individuals Come into Contact with your programs, activities, and services

We have three primary types of transportation services that we provide to the general public, paratransit, employment/commuter shuttles, and fixed routes. All of these services are accessible by LEP persons and the areas we predict they originate. Although these services are accessible to LEP populations we would like to grow the number of LEP riders by making materials, training, and outreach that would help serve this population better. As part of our LEP Plan we would like to adopt such policies and programs to meet the needs of LEP populations.

One of our lead drivers, three drivers, a call center representative and our full-time receptionist speak Spanish with proficiency. Additionally, another lead driver, two other drivers and the director of security all speak Spanish fairly. Other employees report proficiency in Arabic, French, Cajun, American Sign Language, German and Creole. (See Appendix I for detail.) When available, their ability to speak with our primary LEP population has allowed us to continue to serve the needs of the majority of the LEP public. Though this helps us significantly there are many obvious barriers of having only a limited number of people who can assist most of our LEP population such as, but not limited to, being tied up with other tasks, unavailable during breaks, taking off days, and being busy communicating with other customers.

To determine TAPS current interactions with LEP populations, in February of 2014 TAPS administered an internal survey of TAPS employees’ experiences with LEP populations. The findings of the survey painted a picture of moderate levels of TAPS employee contact with LEP populations. Only 51% of employees said they came into contact with LEP populations in a month, and only 43% indicated they came into contact with people from this demographic three or more times in a month. The languages they listed as most prevalently spoken amongst this population was Spanish, making 50% of the responses followed by Arabic (9%), Chinese (8%), Vietnamese (6%), French (6%) and Hindi (5%) of the responses. (See Appendix J for additional detail.) Employees who came into contact the most with LEP populations were dispatchers, schedulers, and drivers who averaged ten contacts in a month. Receptionists and managers contacted relatively few LEP persons averaging less than three contacts a month.

We conducted interviews of leaders of organizations that were identified as serving or frequently coming into contact with LEP persons. Some interesting findings of these interviews were:

- LEP populations have “dramatically increased;”
- Come predominantly from “Mexico” and a “Rural Mentality;”
- Speak mixes of “English & Spanish” and have education levels of “High School or less… [and a]Majority have very low reading skills,”
- LEP persons have expressed need for “Better transportation availability, better management of City resources, and City awareness of community and its needs;”
- LEP persons most frequently need transportation to and have expressed difficulty to getting to “Hospitals, Grocery & general shopping;”
- That the best way to obtain input from the population is through “Access through an organization that has an established rapport with group;”
• That in delivering language appropriate messages LEP populations would trust most “Someone within their own community with a good command of the English language.”

**Factor 3: The Importance to LEP Persons of Your Program, Activities and Services**

The most critical services TAPS provide are paratransit, employment/commuter routes, and fixed college routes in descending order of importance. Paratransit services provide transportation for critical needs that transcend all rider types. These rides provide critical access to medical appointments, nutrition, health and human service organizations, employment, pharmacies, childcare and education. Additionally, paratransit services provide transportation to places that improve the quality of life including friends, relatives, entertainment, and the arts. TAPS employment/commuter shuttles provide critical transportation for all rider types including LEP persons, who need to travel long distance for employment such as Denton, McKinney, Plano, and Dallas for more employment opportunities. The ten fixed routes in Sherman, Denison and McKinney provide access to Austin College, Grayson College, Collin County Community College and several public libraries, all of which can assist in language and workforce education.

**Factor 4: The Resources Available to the Recipient and Costs**

A major reason TAPS has not adequately met the transportation needs of persons with limited English proficiency is because we are rapidly growing small urban and rural transit provider. Our relatively small organization compared to the larger urban providers creates several comparative disadvantages in meeting the needs of LEP populations including but not limited to: fewer pooled resources concerning LEP persons, a less established population of LEP persons who have only recently migrated beyond the Dallas-Fort Worth Metroplex, far fewer and much smaller organizations where LEP persons are represented, and greatest of all a lack of financial resources to produce the appropriate quality of materials, staffing, and training concerning the transportation needs of LEP persons.

With our limited funds chasing increasing demand, TAPS is not able allocate funds solely for the purpose of assisting LEP populations. Only two of our over one hundred employees spend significant time with LEP persons, and the time spent with LEP persons makes up less than 5% of these two employees time. TAPS has only recently become the service provider in Collin County, where the majority of the LEP population, and the most diverse LEP population) in the TAPS service area resides.

The extent to which TAPS needs to better its programs and services that will meet the transportation needs of LEP persons is significant and varied enough that TAPS will likely need to consult professional assistance, likely through a qualified partnership, contracted technical assistance, or new hire under a new position. At the current time TAPS does not have the technical assistance, experience, and funds to identify the total costs associated with fully implementing the necessary new or improved programs and services for LEP persons. The volatile nature of our budget leaves little room on the margins with difficult to predict variables such as, fleeting access to match funding, radical fluctuations in fuel costs, ever increasing demand, delayed or reduced government funding, large cost saving, overdue, or necessary capital
purchases, ever increasing demand, and the growing need to sufficiently increase our rainy day fund to address these variables.

The few local organizations that have qualified persons for dealing with LEPs have been reluctant to donate the labor or resources necessary to sufficiently assist us in meeting the transportation needs of LEP persons. There are few qualified persons within an organization (often only one) that can address their needs in assisting LEP persons and organizations are rightfully hesitant to stretch thinner an already scarce resource.

**LEP Program Action Plan**

Within the next three years TAPS will work at completing the following activities to further enhance its LEP Program as it relates to the provision of transportation services and transit-related benefits:

1. Identify language concentrations by census tract and fixed routes.
2. Establish relations with more agencies and organizations serving LEP persons.
3. Get feedback from agencies regarding key languages being used in the service area.
4. Get feedback from agencies regarding language services needed.
5. Identify the resources agencies may have to assist TAPS with LEP persons as it relates to provision of transportation services or transit-related benefits.
6. Develop contracts or service relationships for language services.
7. Identify key documents requiring translation in additional languages (due to the expansion to Collin County).
8. Develop materials in alternate languages, as applicable.
10. Place a “Notice of Right to Language Assistance” on the [www.tapsbus.com](http://www.tapsbus.com) website.
11. Continue to provide training for drivers including how to respond to LEP individuals and awareness of services available in dealing with LEP individuals.
12. Continue to provide training for administrative and dispatch/scheduling staff including awareness of services available, how to respond to LEP individuals in person, to LEP callers, and to LEP correspondence.

**List of Vital Documents to be Made Available to LEP Individuals**

The following list of vital documents shall be made available to LEP individuals, upon request:

- Applications
- Consent and complaint forms
- Notices of rights and disciplinary action
- Notices advising LEP persons of the availability of free language assistance
- Route and fare information

This list is not exhaustive, and requests for additional documents must be considered. A document will be considered vital if it contains information that is critical for obtaining federal services and/or benefits, or is required by law. Translation of vital information contained within the document will suffice and the documents need not be translated in their entirety. Non-vital documents may also be made available when practical and cost-effective.

Originally Adopted 07/20/11, Revised 02/19/14
Fixed Route Standards and Service

<table>
<thead>
<tr>
<th>TRANSIT SERVICE STANDARDS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Average Headway Timing</strong></td>
</tr>
<tr>
<td>McKinney Fixed Routes</td>
</tr>
<tr>
<td>Grayson County Routes</td>
</tr>
<tr>
<td>Red River Route</td>
</tr>
<tr>
<td>JARC/Commuter</td>
</tr>
</tbody>
</table>

Service Availability Standards

TAPS Public Transit strives to provide service which penetrates the communities it serves. Fixed route bus service is made available at regular intervals. In more densely populated areas, fixed route service captures at least 50 percent of traditional demand/response origin points based on curb-to-curb services previously provided. In less densely populated areas, fixed route service captures a varying proportion of traditional demand/response origin points based on curb-to-curb services previously provided. In all areas, walk sheds and drive times are minimized in order to reduce the burden on transit users throughout the service territory.

Transit Amenities

TAPS Public Transit strives to distribute amenities based on ridership and based major transfer points. TAPS strives to offer shelters, benches, electronic signage, conventional signage and bike racks as amenities. Please note that trash receptacles are included as a part bus shelters at this time. The following levels pertain to amenities placement.

LOS A: LOS A are defined as those that generally contain the full suite of facilities, including a Bus Shelter, Real Time Electronic Signage, Bike Racks, and Benches. Sites selected for this include the primary major transfer stations at key route locations.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Shelter</td>
<td>1</td>
</tr>
</tbody>
</table>
Bench 2
Electronic Signage 1
Bike Rack 2

LOS B: LOS B are defined as those that generally contain significant facilities, including Bus Shelter, Bench, and Conventional Signage. Sites selected for this exclude LOS A sites but include stops that produce a high volume of riders for the system.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Shelter</td>
<td>1</td>
</tr>
<tr>
<td>Bench</td>
<td>1</td>
</tr>
<tr>
<td>Conventional Sign</td>
<td>2</td>
</tr>
<tr>
<td>Bike Rack</td>
<td>1</td>
</tr>
</tbody>
</table>

LOS C: LOS C are defined as those that generally contain minimum facilities, typically includes Conventional Signage and Benches. Sites selected for this include all remaining stop locations other than LOS A and B.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bench</td>
<td>1</td>
</tr>
<tr>
<td>Conventional Sign</td>
<td>1</td>
</tr>
</tbody>
</table>

**Vehicle Assignment**

TAPS Public Transit currently uses 31 buses for our fixed route services. Those 31 buses include 1 van, 20 Type 3 buses, 3 Type 11 buses, and 7 Type 15 buses. TAPS assigns the vehicles based on the following factors. Ridership, routes that operate on major arterial roadways. Those factor may allow for larger buses to be utilized. Another factor which TAPS considers regarding vehicle assignment is residential and narrow roadways. TAPS may assign smaller vehicles for these routes to accommodate the safe maneuvering of those roadways.
Appendix A

Employee Annual Education Form

Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of Texoma Area Paratransit System are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to Title VI Coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them, without regard to race, color or national origin.
Appendix B

Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the Texoma Area Paratransit System Title VI Plan. I have read the plan and am 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 in Federal Transit Administration (FTA) Circular 4702.1.B.

_________________________________
Your signature

_________________________________
Print your name

_________________________________
Date
APPENDIX C

DISCRIMINATION COMPLAINT AGAINST TAPS
TITLE VI AND RELATED STATUTES

Contact Information

Name: ____________________________________________
Address: __________________________________________
City: _________________________ State: _______ Zip: _________
Home Phone: ___________________ Work Phone: ___________________
Email: __________________________

Discrimination Complaint

Name of Staff Person that You
Believe Discriminated Against You: ___________________________

Date of Alleged Incident:

You believe were discriminated against because of:

☐ Race       ☐ Color       ☐ Retaliation       ☐ National Origin (Language)
☐ Sex        ☐ Age         ☐ Familial Status    ☐ Disability
☐ Religion    ☐ Other __________________________

Explain as briefly and clearly as possible what happened and how you believe were
discriminated against. Indicate who was involved. Be sure to include how other persons
were treated differently than you. Also attach any written material pertaining to your case:

________________________________________
Signature: ___________________________ Date: ____________

Texoma Area Paratransit System
3400 Texoma Parkway, Sherman, TX 75090
Phone: 903-893-4601 | Fax: 903-893-4766 | www.tapsbus.com

Complaints may also be filed online at
http://tapsbus.com/frequently-asked-questions/file-complaint/

Originally Adopted 07/20/11, Revised 02/19/14
APPENDIX D

Letter Acknowledging Receipt of Complaint

Today’s Date

Ms. Jane Doe
1234 Main St.
Sherman, Texas 75090

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against Texoma Area Paratransit System alleging ________________________________________________.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 903-893-4601, or write to me at 3400 Texoma Parkway, Sherman, TX 75090.

Sincerely,

Name
Title VI Coordinator
APPENDIX E

Letter Notifying Complainant that the Complaint Is Substantiated

Today’s Date

Ms. Jane Doe
1234 Main St.
Sherman, TX 75090

Dear Ms. Doe:

The matter referenced in your letter of ______________ (date) against the Texoma Area Paratransit System alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Name
Title VI Coordinator
Today’s Date

Ms. Jane Doe  
1234 Main St.  
Sherman, TX 75090

Dear Ms. Doe:

The matter referenced in your complaint of ______________ (date) against Texoma Area Paratransit System alleging ______________________________ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

Texoma Area Paratransit System has analyzed the materials and fact pertaining to your case for evidence of the agency’s failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from TAPS, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor - TCR  
1200 New Jersey Ave., SE  
Washington, DC  20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Name  
Title VI Coordinator
APPENDIX G

Samples of Narrative to be included in Posters to be Displayed in Revenue Vehicles and Facilities

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI 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 subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

TAPS 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 in Federal Transit Administration (FTA) Circular 4702.1.B. If you feel you are being denied participation in or being denied benefits of the transit services provided by TAPS, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at Title VI Coordinator’s Contact Information. For more information, visit our website at www.tapsbus.com
## APPENDIX H

### Characteristics of Available Labor Force

<table>
<thead>
<tr>
<th></th>
<th>Cooke</th>
<th>Fannin</th>
<th>Grayson</th>
<th>Wise</th>
<th>Collin</th>
<th>Montague</th>
<th>Clay</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>38,437</td>
<td>33,915</td>
<td>120,877</td>
<td>59,217</td>
<td>782,341</td>
<td>19,719</td>
<td>10,752</td>
<td>1,065,168</td>
</tr>
<tr>
<td><strong>Male</strong></td>
<td>19,056 49.6%</td>
<td>17,988 53.0%</td>
<td>58,917 48.7%</td>
<td>29,803 50.3%</td>
<td>384,363 49.1%</td>
<td>9,665 49.0%</td>
<td>5,283 49.1%</td>
<td>525,075 49.3%</td>
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<tr>
<td><strong>Female</strong></td>
<td>19,381 50.4%</td>
<td>15,927 47.0%</td>
<td>61,960 51.3%</td>
<td>29,324 49.5%</td>
<td>397,978 50.9%</td>
<td>10,054 51.0%</td>
<td>5,469 50.9%</td>
<td>540,093 50.7%</td>
</tr>
<tr>
<td><strong>White</strong></td>
<td>32,943 85.7%</td>
<td>29,172 86.0%</td>
<td>101,371 83.9%</td>
<td>52,448 88.6%</td>
<td>560,036 71.6%</td>
<td>18,384 93.2%</td>
<td>10,224 95.1%</td>
<td>804,578 75.5%</td>
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<tr>
<td><strong>African American</strong></td>
<td>1,054 2.7%</td>
<td>2,312 6.8%</td>
<td>7,081 5.9%</td>
<td>627 1.1%</td>
<td>66,387 8.5%</td>
<td>53 0.3%</td>
<td>77,571 7.3%</td>
<td>77,571 7.3%</td>
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<tr>
<td><strong>Asian</strong></td>
<td>290 0.8%</td>
<td>125 0.4%</td>
<td>1,076 0.9%</td>
<td>244 0.4%</td>
<td>87,752 11.2%</td>
<td>62 0.3%</td>
<td>28 0.3%</td>
<td>89,577 8.4%</td>
</tr>
<tr>
<td><strong>American Indian/ Native Alaskan</strong></td>
<td>402 1.0%</td>
<td>369 1.1%</td>
<td>1,835 1.5%</td>
<td>461 0.8%</td>
<td>4,448 0.6%</td>
<td>175 0.9%</td>
<td>123 1.1%</td>
<td>7,813 0.7%</td>
</tr>
<tr>
<td><strong>Native Hawaiian/ Pacific Islander</strong></td>
<td>19 0.0%</td>
<td>7 0.0%</td>
<td>41 0.0%</td>
<td>16 0.0%</td>
<td>448 0.1%</td>
<td>4 0.0%</td>
<td>1 0.0%</td>
<td>536 0.1%</td>
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<tr>
<td><strong>Other</strong></td>
<td>2,901 7.5%</td>
<td>1,228 3.6%</td>
<td>6,261 5.2%</td>
<td>4,093 6.9%</td>
<td>40,087 5.1%</td>
<td>717 3.6%</td>
<td>138 1.3%</td>
<td>55,425 5.2%</td>
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<tr>
<td><strong>Two+</strong></td>
<td>828 2.2%</td>
<td>702 2.1%</td>
<td>3,242 2.7%</td>
<td>1,238 2.1%</td>
<td>23,183 3.0%</td>
<td>324 1.6%</td>
<td>181 1.7%</td>
<td>29,698 2.8%</td>
</tr>
<tr>
<td><strong>Hispanic</strong></td>
<td>5,997 15.6%</td>
<td>3,226 9.5%</td>
<td>13,688 11.3%</td>
<td>10,112 17.1%</td>
<td>115,354 14.7%</td>
<td>1,930 9.8%</td>
<td>467 4.3%</td>
<td>150,774 14.2%</td>
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<tr>
<td><strong>Non-Hispanic</strong></td>
<td>32,440 84.4%</td>
<td>30,689 90.5%</td>
<td>107,189 88.7%</td>
<td>49,015 82.8%</td>
<td>666,987 85.3%</td>
<td>17,789 90.2%</td>
<td>10,285 95.7%</td>
<td>914,394 85.8%</td>
</tr>
</tbody>
</table>

Originally Adopted 07/20/11, Revised 02/19/14
### APPENDIX I

**Languages Spoken by Employees**

<table>
<thead>
<tr>
<th>Language</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
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<tr>
<td>French</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cajun</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASL</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>German</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creole</td>
<td>1</td>
<td></td>
<td></td>
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### APPENDIX J

**Frequency of Encounters with LEP Individuals**

<table>
<thead>
<tr>
<th>Language</th>
<th>Daily</th>
<th>1-2 x Weekly</th>
<th>1-2 x Monthly</th>
<th>1-2 x Yearly</th>
<th>Rarely/ Never</th>
<th>At Least Monthly</th>
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<tbody>
<tr>
<td>Spanish</td>
<td>42</td>
<td>32</td>
<td>16</td>
<td>6</td>
<td>85</td>
<td>90</td>
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<tr>
<td>Arabic</td>
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<td>6</td>
<td>6</td>
<td>2</td>
<td>162</td>
<td>17</td>
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<tr>
<td>Chinese</td>
<td>2</td>
<td>5</td>
<td>8</td>
<td>5</td>
<td>161</td>
<td>15</td>
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<td>Vietnamese</td>
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<td>4</td>
<td>5</td>
<td>3</td>
<td>167</td>
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<tr>
<td>French</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>4</td>
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<td>170</td>
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<td>1</td>
<td>178</td>
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<tr>
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<td>1</td>
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<tr>
<td>Creole</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
<td>180</td>
<td>1</td>
</tr>
<tr>
<td>Jamaican</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
<td>180</td>
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</tbody>
</table>

Originally Adopted 07/20/11, Revised 02/19/14
9. Receive Presentation and Take Action to amend TAPS ADA Policy
   Brad Underwood, CEO
To: TAPS Board of Directors

From: Angelica Kluss, Risk Management

Subject: Item #9 Take Action to amend TAPS ADA Policy and Procedure

Board:

After implementing the ADA Paratransit Policy and Procedure TAPS has made adjustments to the current policy. This policy will give more guidance to our riders and should answer questions that we have come across after the initial implementation of the ADA Paratransit program.

1.) Page 8 - Previously Driver Assistance/Boarding Protocol did not specifically state that operators will not assist non ambulatory riders with stairs. This section of the policy states the operator will provide assistance in helping wheelchair users and has been changed to state specifically that the operator will not assist a wheel chair down steps.

Recommendation:

To approve final recommendations.
TAPS ADA

Policies and Procedures

TAPS
3400 Texoma Parkway
Sherman, Texas 75090
Phone: (844) 500-1165
Fax: (903)771-3063

Effective 9/1/2014
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
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<td>Purpose Statement</td>
<td>3</td>
</tr>
<tr>
<td>TAPS ADA Paratransit Services Described</td>
<td>3</td>
</tr>
<tr>
<td>Access to Information about ADA Services</td>
<td>3</td>
</tr>
<tr>
<td>Eligibility/Certification/Ineligibility/Visitors</td>
<td>3</td>
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<td>Reservations/Scheduling/On-Time Service/Subscription Service</td>
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<td>Service Area and Hours of Operation</td>
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<td>Driver Assistance/Boarding Protocol</td>
<td>8</td>
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<td>Personal Care Assistants/Companions/Children</td>
<td>9</td>
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<td>Unattended Children as Riders</td>
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<td>Mobility Devices, Life Support Equipment</td>
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<td>Seat Belt/Shoulder Harness Use</td>
<td>10</td>
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<td>Service and Non-Service Animals</td>
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<tr>
<td>Fares</td>
<td>10</td>
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<tr>
<td>Accessible Origins and Destinations</td>
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<td>No Shows</td>
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<tr>
<td>Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct</td>
<td>12</td>
</tr>
<tr>
<td>Appeal of Service Suspension</td>
<td>12</td>
</tr>
<tr>
<td>TAPS ADA Rules and Regulations</td>
<td>13</td>
</tr>
<tr>
<td>Riders Commendations, Complaints, and Incident Reports</td>
<td>14</td>
</tr>
<tr>
<td>Review of TAPS ADA’s Complementary Paratransit Services Policies and Procedures</td>
<td>14</td>
</tr>
</tbody>
</table>
**Purpose Statement**

In order to deliver, safe and consistently excellent paratransit rider services, which meet or exceed the Americans with Disabilities Act and recognized paratransit practices, TAPS ADA will establish a written policy outlining, who is eligible for the services, what the parameters and rules of the service will be, when services will be provided, where service will be provided, and how the services will be provided.

**TAPS ADA Paratransit Services Described**

In accordance with the Americans with Disabilities Act (ADA), TAPS ADA is provided by the Texoma Area Paratransit System (TAPS) as a shared-ride, door-to-door program available for those who because of functional disability are unable to independently access or use the TAPS fixed-route system either all of the time, temporarily or under certain circumstances. All TAPS ADA Riders are eligible and encouraged to use fixed-route services whenever possible. Federal regulations define the ADA paratransit service area as being within ¾ mile on either side of a local bus route when that route is in operation.

TAPS ADA service is available for people with physical, cognitive, or other disabilities that prevent them from using TAPS’s fixed-route bus system. TAPS ADA trips may be scheduled for anytime during TAPS’s scheduled fixed-route hours of operation.

**Access to Information about ADA Services**

All information about TAPS ADA rider services, policies, and procedures will be provided in writing or upon request, in an alternate accessible format.

**Eligibility/Certification/Ineligibility/Visitors**

**Application Process**

To use TAPS ADA, each person must complete an application for certification. Applicants will not be qualified or disqualified based on specific diagnosis or disability. Applications may be obtained by calling the TAPS ADA Customer Service Representatives or online at [www.tapsbus.com](http://www.tapsbus.com). When TAPS ADA receives the completed application, it will be reviewed and a face-to-face interview will be arranged, if needed. Once applications are received with complete information, the interview must take place within 3 months or the application will not be valid. Applications are discarded 3 months after they are received by TAPS ADA. During the interview process, it may be
deemed necessary to obtain additional information or conduct other assessments to
determine eligibility or type of certification by the TAPS ADA Eligibility Staff. An
Applicant can request a free, round-trip TAPS ADA ride for the interview/assessment as
long as pick up is in within the service area. If the Applicant cancels or “no shows” for 3
scheduled interview/assessments, he/she must provide his/her own transportation for the
interview/assessment. In most instances, Applicants will receive notification of details
related to their eligibility within 21 days of their eligibility interview/assessment. If
determined eligible, they will receive a welcome packet that will include details of their
eligibility category, certification period, an ID, and a Service Policies. If there is a delay
and determination takes longer than 21 days, Applicants will be provided paratransit
service on a presumption of eligibility until the eligibility process can be completed.

Qualified Applicants

Qualified Applicants will be certified under the following categories listed below and will
be issued an identification card indicating the term of eligibility. Certified Riders will
need to request, complete and return to TAPS ADA an application for recertification
before their eligibility has expired. This may be done by calling a TAPS ADA Customer
Service Representative or going on line. Failure to recertify before the end of eligibility
may result in a lapse of service. In order to avoid this lapse in service, certified Riders are
encouraged to begin this process 3 months prior to their eligibility expiring. Prior
eligibility does not automatically insure re-certification. Service will be restricted by
eligibility category and any other ADA required regulations. Certifications may be re-
assessed or revoked for persons whose eligibility was granted based on information
which is inaccurate, false or which has changed significantly enough to warrant a change
in category.

Environmental conditions and architectural barriers not under the control of the public
entity do not, when considered alone, confer eligibility. If, however, travel to or from a
boarding location is prevented when these factors are combined with the person’s specific
impairment-related condition, TAPS ADA service must be provided.

Category 1:  Unconditional: The individual is unable to use the fixed route systems. This
means the Applicant is unable to board, ride, or disembark a TAPS fixed-route vehicle
and may use TAPS ADA for all trip requests.
Category 2:  Conditional: The individual can use fixed route services sometimes but may
require TAPS ADA when the combination of disability and the environment or some
other special circumstance creates a barrier to independent use for particular trips. This
means Category 2 Riders must use accessible TAPS vehicles whenever they are
available.
Category 3: Temporary: The individual has a temporary, non-permanent condition or may be able to learn to use fixed route services with training.

**Ineligibility**

- People who are bedridden and as such are unable to board an ADA vehicle
- People who cannot control bodily functions
- Mobility device users whose residences require the movement of a wheelchair up or down a series of steps
- Anyone who will require the administration of medical assistance other than from the PCA during the trip
- Any mobility device or occupant that may block an aisle or interfere with the safe evacuation of Riders in an emergency
- Riders who can ride TAPS’s fixed route system unassisted

**Eligibility Period**

The time period for conditional/unconditional certification ranges from one to three (1-3) years. Temporary certification is less than one (1) year. Riders need to re-apply for certification when eligibility expires, unless they have been granted permanent certification.

**Visitors**

Visitors to the TAPS service area who have current certified ADA/Paratransit eligibility from another transit authority in the United States may reserve TAPS ADA rides for up to 21 days per year. The visiting Rider must call the TAPS ADA Customer Service Representatives and request visitor ride service. The Rider will be required to provide a local address that is within the TAPS service area and fax or send a copy of their current Paratransit ID card to TAPS ADA for approval. After approval, the Rider may reserve trips and use the Paratransit ID card issued from his or her home transit authority when boarding. All other policies and procedures governing TAPS ADA Riders will apply to visiting Riders. This same service can be used by TAPS ADA Riders going to other cities which have a similar paratransit bus service. Contact those transit administrators for details.
**Appeal of Eligibility or Certification**

The Applicant will receive a letter (and/or other accessible format as requested) that will describe ineligibility details, including TAPS ADA access information and appeal policies. If an individual wishes to appeal a denial of eligibility or the category of certification given, he or she must make a written request for appeal within 60 calendar days of the written notification of determination. Any accommodations needed for the individual to participate fully in the appeal hearing should also be included with the written appeal request.

Upon receipt of an appeal request, the Paratransit Services Director will convene an appeals committee. This committee may include the Paratransit Services Director (or designee); an independent clinical professional, and an ADA certified Paratransit Rider. The hearing will be set within 30 business days of the receipt of the appeal request. TAPS ADA service will continue for the Rider until a decision is rendered by the appeals committee.

The individual and TAPS ADA’s Services Department shall have the right to present relevant information during the hearing. The individual and TAPS ADA staff may submit additional information at the hearing. The individual may be represented at the hearing if he or she desires. If the individual is to be represented by formal legal counsel, notification shall be given to the TAPS ADA Services Director in advance of the hearing to prevent delay in the appeal process. A decision will be rendered by the appeals panel within thirty (30) days of the hearing date, and will be provided in writing (and/or other accessible formats, as requested) with copies to the General Manager of TAPS. The decision of the appeals committee shall be final. If a decision on the appeal is not made within 30 days of the completion of the appeal hearing, the Applicant will be provided paratransit services on the presumption of eligibility until a final decision on the appeal is made.

**Reservations/Scheduling/On-Time Service/Subscription Service**

Reservations will be taken by a Customer Service Representative for trips from one (1) to seven (7) days in advance. Trips will be scheduled based on the Rider’s request to be at a specific location at a specific time, or to be picked up at a specific time. If needed Customer Service Representatives will assist Riders in setting appropriate pick-up times when the reservation is made. **All TAPS ADA service is shared-ride therefore exact adherence to a scheduled pick-up time may not be possible.** The vehicle will be considered on-time if it arrives for Rider boarding any time within a 30 minute on-time window of fifteen minutes before or after the scheduled pick-up time.
Trip Reservation

When a Rider calls to make a trip reservation, the Customer Service Representative will:

- Confirm that the Rider is eligible and has current certification
- Gather pertinent information including name, date(s) of requested rides, time and location of departure, destination, additional passengers, return trip time and location, and any other needed details
- Assist the Rider in determining appropriate on-time pick-up window if requested
- Offer alternate times (up to one hour earlier or later than requested) if preferred time is not available
- Return trip time can be scheduled 1 hour and 15 minutes (1 ¼ hrs.) after initial pickup time. A return trip is not required
- Enter information into data base for scheduling of ride
- Confirm trip information to the Rider and thank them for choosing TAPS ADA

Subscription Service

Subscription service is defined as travel that will be repeated at the same time and on the same days for a specific destination. These might include but are not limited to work, school, and ongoing medical treatments. Subscription service will be approved case by case.

Riders must follow established cancellation procedure for ANY subscription ride. Subscription service rides may be rescinded or modified by either the Rider or TAPS ADA.

Trip Cancellation

Unneeded subscription trips or individually scheduled trips must be cancelled no later than two hours before the scheduled pick-up time. Trips cancelled less than two hours before the scheduled pick-up (Late Cancellation) will be documented and subject to service suspension rules. If possible, cancellations should be made the day before the scheduled trip so others may be scheduled into those time slots.

Service Area and Days/Hours of Operation

ADA certified Riders are entitled to TAPS ADA service to all points within ¾ mile (at minimum) of TAPS’s defined service area within TAPS’s defined hours and days of the fixed route service. Riders are not entitled to service outside the defined TAPS service area.
area. Please check TAPS’s fixed route schedules for service area and days/hours of operation.

Customer Service Representatives are available to answer questions about current service areas and days/hours of operation.

**Driver Assistance/Boarding Protocol**

TAPS ADA Operators are trained to provide assistance as needed and/or requested and allow for the Rider’s independence during the boarding and disembarking of the TAPS ADA vehicle.

Service is origin to destination for Riders. Operators are required to stay within the “line of sight” of their vehicle; therefore, Riders assistance will be given only to the outermost door of the residence or building destination.

Assistance that the Operator will provide may include, but is not limited to, the following:

- ringing the doorbell or knocking at the outermost door
- meeting Riders at the outermost door of the pick-up site
- verbally identify themselves as a TAPS ADA Operator
- a call from a TAPS ADA Dispatcher if Rider does not appear
- offering a steadying arm or other appropriate guidance or assistance when walking
- providing assistance on stairs or lift for ambulatory Riders
- assisting wheelchair users on ramps to and from the outermost door
- assisting wheelchair users to board the TAPS ADA vehicle using a lift
- assisting with a reasonable number of packages, defined as the amount the Operator can safely carry in one (1) trip to/from the vehicle to the outermost door (for example, two grocery-sized bags or a collapsible shopping cart with bags in it)
- The driver will not assist passengers in wheelchairs up or down stairs

Riders are expected to board as soon as the vehicle arrives and must board within five minutes of the arrival of the vehicle that is within the designated on-time window. The Rider is to insure that wheelchairs or other mobility devices are in good working order. You may bring other small mobility devices with you without restriction.

**Operators are not responsible for custodial care after a Rider reaches his/her destination.**
**Personal Care Assistants/Companions/Children**

At the time of ADA application and certification, a Rider must indicate whether he or she travels with a Personal Care Assistant (PCA). PCA’s are not required to pay a fare when traveling with a certified Rider. There must be one fare-paying Rider present on the vehicle from each point of origin to destination. In addition to the PCA, one (1) fare-paying Companion or up to two (2) children under the age of six (6) may ride free with a certified TAPS ADA Rider. When booking a reservation, the Rider must tell the Customer Service Representative who will be accompanying the Rider. This allows adequate vehicle space for other scheduled passengers during the shared ride. If the Rider fails to make the notification at the time of reservation, additional passengers will be accommodated only if there is room on the vehicle.

**Unattended Children as Riders**

A child’s ability to ride a TAPS ADA vehicle will be determined on a case-by-case basis during the eligibility determination process.

**Mobility Devices, Life Support Equipment**

Wheelchairs and other mobility devices shall be secured at all times during boarding, transport operations, and exiting of the vehicle. Riders using scooter-type wheelchairs capable of transferring to a vehicle seat are strongly urged to do so for transport. Riders, who need the lift to board, but are not wheelchair users, may use the lift in a standing position.

Riders intending to transport any mobility device, other than the one they use, must notify the Customer Service Representative at the time of the ride request. These Riders must be able to or be accompanied by a Companion or PCA who is able to transport the device. Small extra mobility devices, such as walkers or collapsible wheelchairs, will be transported as long as they meet previously noted guidelines for packages.

Riders may travel with respirators, portable oxygen, and other life support equipment. Such equipment must be of a size that can be safely and reasonably accommodated in TAPS ADA vehicles.
Seat Belt/Shoulder Harness Use

All Riders using TAPS ADA vehicles, including those using wheelchairs, are encouraged to use available seatbelts and shoulder harness. If the Rider needs assistance fastening or unfastening a belt or shoulder harness, the Operator will assist. The Operator will document all Rider refusals to use available safety restraints.

Service and Non-Service Animals

A Rider must inform the Customer Service Representative each time he or she will be boarding a TAPS ADA vehicle with a service animal. The Department of Transportation ADA Regulations, Section 37.3 define a service animal as any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability: including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching dropped items. Service animals do not occupy seats.

Small animals (under 25 pounds) may travel on TAPS ADA in a properly secured animal transport container small enough to fit on the owner’s lap. Operator assistance in carrying the container is the same as for packages. Animals must be fully under the control of the Rider. Riders are responsible for the behavior and hygiene needs of service animals. Small animals will be denied transport if seriously disruptive.

Fares

To receive service, all Riders and their Companion must pay a fare upon boarding. Only Personal Care Assistants and qualified children are not required to pay a fare. Fares must be paid in exact cash and/or fare coupons. TAPS ADA Operators do not make change.

Nonpayment of a fare when boarding from a residence may result in a denial of service for that trip. To ensure safety a Rider unable or unwilling to pay fare for a trip to his or her residence will not be denied service. All non-payment of fares will be documented and may result in a suspension of service.

The fares for TAPS ADA trips are posted on the TAPS website: www.tapsbus.com or available when scheduling the trip.
**Accessible Origins and Destinations**

Service to or from inaccessible origins or destinations will be provided at curbside, instead of to the door if no safe access exists. In this instance, accompaniment by a PCA is strongly advised. TAPS ADA shall determine if a location is unsafe or inaccessible based on a case-by-case assessment. TAPS ADA shall notify Riders requesting a reservation to or from a determined inaccessible location and suggest alternative nearby boarding locations.

If the pick-up address is located inside a gated community or requires special access, it is the Rider’s responsibility to arrange entry for the TAPS ADA vehicle. If a vehicle is unable to enter the pick-up area and the Rider fails to meet the vehicle, the Rider will be charged a “No Show” for the trip.

**No Shows**

Trip reservations are made so as many Riders as possible can use TAPS ADA. No-Shows waste TAPS ADA resources that may have been made available to others. A documented pattern of No Shows within the Rider’s control may result in service penalties including loss of subscription service and service suspension.

A No-Show is defined as:
- Verbal refusal or wave-by of the Rider for the scheduled trip when the vehicle arrives at the pick-up location, unless due to late arrival of the vehicle or lack of Operator assistance
- Failure of the Rider to board the vehicle within five minutes after the Operator has followed pick-up protocol

**Service Suspension for No-Shows**

A demonstrated pattern of no-shows (as defined above) is seriously disruptive to TAPS ADA service. Three or more no-shows in any 30-day period may prompt a review, and should the number of no-shows within the control of the rider represent ten percent (10%) or more of scheduled trips; it may be considered grounds for service suspension.

Service suspensions for a pattern of behavior generally are imposed for a specified length of time, and only after the customer have been previously warned. The suspension will begin on a specific date, after the customer has been informed in writing of the pending suspension and the basis for it, and has had an opportunity to appeal the pending suspension.
Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct

Service will immediately be suspended up to 30 days or until an appeal hearing is held for Riders who engage in violent, seriously disruptive or illegal conduct.

Those actions included, but not limited to, are:

- threats of physical harm to other passengers, Operators or other service personnel
- physical assault or battery on Operators or other passengers
- verbal abuse, intimidation or altercation with Operators or other passengers
- unlawful harassment of the Operator and, or other passengers, including but not limited to unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations
- unauthorized use of or willful damage to vehicle equipment
- repeatedly violating riding rules, including smoking on the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document
- any other criminal conduct defined in and/or prohibited by law

Such behavior may be reported to the law enforcement agency in whose jurisdiction the incident occurred. A TAPS ADA staff member will contact the Rider to investigate the reported situation or incident. If TAPS ADA determines the Rider’s behavior to be violent, seriously disruptive or illegal, suspension of the Rider’s TAPS ADA will continue for the remainder of the suspension period and the Rider will receive by mail a written notice with a detailed explanation of the reasons for the suspension.

Disruptive behavior, which is determined to be due to a disability of the Rider, may not result in suspension. If it is determined, that the Rider’s behavior poses a significant, potential threat of harm to other passengers or the TAPS ADA Operator, TAPS ADA may require the Rider to travel with a Personal Care Assistant (PCA). If such disruptive behavior continues and the required PCA is unable to prevent further instances of such behavior so that the Rider continues to present a potential safety problem, service for the Rider may be discontinued.

**Appeal of Service Suspension**
Any Rider whose service is suspended may appeal the decision. Any Rider who has had TAPS ADA suspended will receive by mail an official Notice of Service Suspension. This notice will explain the specific reason for and duration of the suspension. It will also include a Suspension of Service Appeal Form. If the Rider should wish to appeal the suspension, the Suspension of Service Appeal form must be completed and returned within 15 calendar days from the date of the written notice of suspension. If a Rider does not return the completed appeals form within 15 days, the right to appeal is forfeited.

When TAPS ADA receives an appeal, it shall be forwarded to the TAPS ADA Director. Also forwarded will be any written information TAPS ADA possesses on the events leading to the suspension.

The Director will convene an appeals committee to include a representative from the TAPS ADA Department and a Service Review Advisory Committee member as well as any other professional or incident related personnel. The Director will represent TAPS ADA at the hearing. A date for the appeals hearing shall be arranged through mutual agreement between both parties, and written notice will be given. Depending upon the reason for suspension, the Rider upon request may be provided Paratransit transportation to and from the appeal hearing. All pertinent records will be made available to the Rider either at the hearing or in advance, at the Rider’s request. The Rider may be represented at the hearing if he or she desires. If the Rider intends to bring legal counsel, TAPS ADA should be notified of this when the Suspension of Service Appeal form is submitted. Failure of the Rider to notify TAPS ADA about intention to have formal legal counsel present will result in a rescheduling of the hearing in order to arrange TAPS ADA legal counsel attendance and may extend the appeal decision.

The Rider and TAPS ADA shall have the right to present relevant information during the hearing. The Rider and TAPS ADA may submit additional information at the hearing. A decision will be rendered by the appeals panel within thirty (30) calendar days of the hearing, and will be provided in the appropriate accessible format to the Rider, with copies to the General Manager of TAPS ADA. The decision of the appeals panel shall be final.

**TAPS ADA Rules and Regulations**

All TAPS vehicle and Rider rules and regulations shall apply to TAPS ADA, unless otherwise specified in this document.
Riders Commendations, Complaints, and Incident Reports

All Riders’ comments, positive and/or negative, and incident reports are welcomed and will be considered and/or investigated by TAPS ADA staff. Riders may send their comments to TAPS ADA by mail, or phone. Comments should be directed to:

Department of Risk Management
3400 Texoma Parkway
Sherman, TX 75090

Phone (800) 500-1165

When filing a commendation, complaint, or incident report Riders are encouraged to provide:

- the Rider’s name, address and telephone number
- name or ID number of TAPS ADA Employee
- date and time of the situation
- details of the situation

Rider confidentiality will be ensured when investigating and resolving complaints and incidents.

Review of TAPS ADA’s Services Policies and Procedures

In order to ensure adherence to the requirements of the American’s with Disabilities Act; federal, state and local law; TAPS ADA’s purpose statement, and the delivery of safe and excellent customer service, this document will be reviewed by the TAPS Board of Directors and updated as needed.
10. Receive Presentation and Take Action to amend TAPS Reservation Policy
Tim Patton, COO
To: TAPS Board of Directors

From: Brad Underwood, CEO

Subject: Item #10 Take Action to amend TAPS Reservation Policy

Board:

This proposed modification of our current policy will make things more operationally efficient.

Recommendation:

To approve final recommendations.
Policy Change Proposal – Non-ADA Schedule Cut-off times

Submitted By: Matt Hunt     Date – 3/30/15

A. Type of Change
   a. Modify current policy

B. Reason for Change
   a. Operational Efficiency

C. Current Policy
   a. Non-ADA transportation can be scheduled up to 3pm the business day before the actual trip date. Example: A ride for Tuesday must be scheduled by 3pm on Monday.

D. Proposed Policy
   a. All Non-ADA transportation must be scheduled at least 48 hours in advance from the date of the actual trip. Example: A ride for Wednesday at 3pm must be scheduled by 3pm on Monday.

5 Benefits of Moving cut off times to 48 hours:
1. More efficient route planning -
   i. By allowing our schedulers and operations team more time to review manifest, we have a better potential to identify route inefficiency’s and improve performance.

2. Decrease Overtime -
   i. More efficient routes and the additional time to review and assign daily driver schedules will decrease OT.

3. Improve Driver Communication -
   i. Due to changing daily demand, driver schedules change. Most times drivers will not know their report times until up to 8pm the night before. By changing the cut-off to 48 hours, we can give our drivers more notice of scheduled start times.

4. Improved Issue Resolution -
   i. Due to a slow response time by RouteMatch, we often cannot get route issues resolved before schedules have to be created. By allowing more time, we would have a full day of communication with RM to resolve.

5. Vehicle maintenance can be scheduled more efficiently -
   i. Due to the additional time to review routes, we can work more proactively with the shop to schedule Preventative Maintenance during periods of lower trip volume.
11. **Consent Items:** The following items on the consent agenda are considered to be routine by TAPS and will be enacted with one motion. There will not be separate discussion of these items unless a board member so requests, in which event they will be removed from the general order of business and considered in normal sequence.

A) Receive Ridership Report and Accept For Months of October, November and December 2014 and January and February 2015

Tim Patton, COO
## TAPS FOR FY 2014-2015

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