



Title VI Policy & Limited English Proficiency (LEP) Four Factor Analysis and Implementation Plan

**Transit Title VI Coordinator
Jake Hooter, Assistant Transit Manager
210 East Oakwood Tyler, Texas 75702
(903) 533-8057**

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Notification to the Public of Rights under Title VI

City of Tyler Transit

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

For more information on the City of Tyler Transit Title VI Program, or to file a complaint, call 903-533-8057, visit our office at 210 East Oakwood St, Tyler, Texas 75702, or our website: www.tylerbus.com.

A complainant may file a complaint directly with the Federal Transit Administration at: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. A complaint may also be filed with TxDOT at: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483.

Title VI information is displayed on the City of Tyler Transit website, posted in public areas of City of Tyler Transit offices including reception and meeting rooms, and on City of Tyler Transit vehicles.

Jake Hooter, Title VI Coordinator

May 13, 2025

Date

Notificación al Público de los Derechos bajo Título VI

City of Tyler Transit

City of Tyler Transit opera sus programas y servicios, sin distinción de raza, color o origen nacional de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que el o ella ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con East Texas Council of Governments.

Para obtener más información sobre la Programa VI de City of Tyler Transit, o para presentar una queja, llame al 903-533-8057, visite nuestra oficina en 210 East Oakwood Street, Tyler Texas 75702, o visite nuestra página web: www.tylerbus.com. Si se necesita información en otra idioma, llame al 903-595-7236.

Un demandante puede presentar una queja directamente con alguno de los siguiente agencias: Administración Federal de Tránsito: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590 o: Departamento de Transporte de Texas: Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483.

Aviso Título VI se muestra en la pagina web de CITY OF TYLER, esta publicada en las zonas comunes de las oficinas de City of Tyler Transit; incluyendo las áreas de recepción, reuniones y en los vehículos de transporte de City of Tyler Transit.

Jake Hooter, Title VI Coordinator

May 13, 2025

Date

NOTICE: If information is needed in another language, contact 903.533.8057

AVISO: Si necesita informaci3n en otro idioma, comuniquese al 903.533.8057

Description of Service

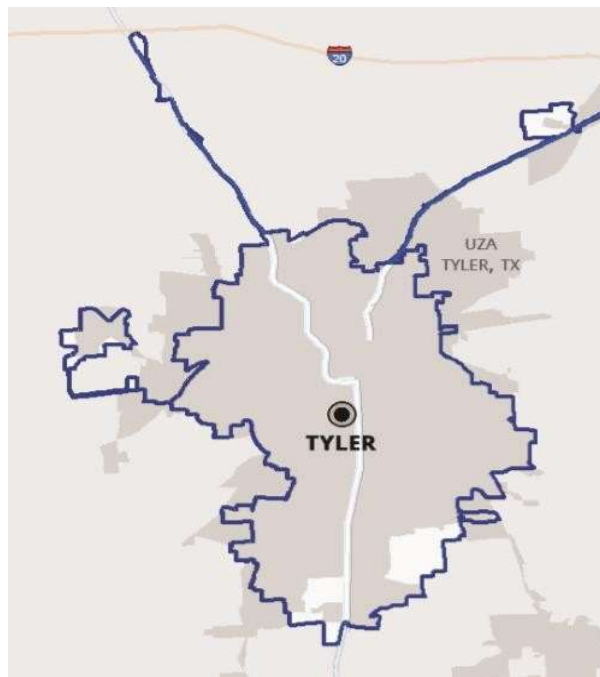
The City of Tyler serves as an urban transit district (UTD) for the Tyler urbanized area (UZA) under Texas Transportation Code Chapter 458, and therefore receives local, state, and federal funding. Tyler Transit is a public transit provider in the UTD, providing fixed-route bus service, ADA paratransit service within the city limit of Tyler. The service area entirely falls into Smith County, covering 74% of population and 58.1% of land area of the Tyler UZA.

Tyler Transit is a department of the City of Tyler and is governed by the City Council. The Tyler City Council is composed of a Mayor elected at-large and six single member district Council members who represent the citizen of the City of Tyler; the agency does not have a non-elected transit-related committee of council.

City of Tyler Transit's primary purpose is to make plans to guide the future development of the transit system and to provide joint services to serve its community and surrounding areas.

Tyler Transit has 33 employees, which is comprised of drivers, dispatchers, and management staff. City of Tyler Transit operates 24 service vehicles, with at least 15 on the road each day, providing approximately 15,000 trips a month to jobs, medical appointments, social events, and shopping to include other destinations. The Tyler Transit mobility impaired service offers curb-to-curb paratransit transportation service to qualified individuals anywhere within the City of Tyler. Tyler Transit provides safe, reliable and friendly service Monday through Friday from 6:00 a.m. to 8:00 p.m. and Saturday from 9:00 a.m. to 6:00 p.m.

Service Area Map



Tyler Transit Organization Chart

Tyler Transit Organizational Chart



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Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by City of Tyler Transit may file a Title VI complaint by completing and submitting the Title VI complaint form by mail or in person to 210 East Oakwood St, Tyler, Texas 75702. Complaint forms are available online at www.tylerbus.com or at the City of Tyler Transit office at 210 East Oakwood St, Tyler, Texas 75702. City of Tyler Transit investigates complaints received no more than 180 days after an alleged incident. City of Tyler Transit will process complaints that are complete, in a reasonable amount of time.

Once a complaint is received, City of Tyler Transit will review it to determine if our office has jurisdiction in the matter. The complainant will receive an acknowledgment letter within 10 business days informing complainant whether the complaint will be investigated by City of Tyler Transit. City of Tyler Transit will notify its TxDOT Public Transportation Coordinator within 10 working days, by email, of any Title VI complaints filed with it.

City of Tyler Transit has 30 days to investigate the complaint. If more information is needed to resolve the matter, City of Tyler Transit will contact the complainant. The complainant has 20 business days from the date of the letter, to send requested information to the City of Tyler Transit Title VI investigator. If the investigator is not contacted by complainant or does not receive the request for additional information within the 20 business day requirement, City of Tyler Transit can administratively close the case. A case can also be closed if the complainant indicates that they no longer wish to pursue their case.

After the investigator completes the review of all findings, they shall issue one of two letters to the complainant: A closure letter or letter of findings. The closure letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed.

A letter of findings summarizes the allegations and all interviews regarding the alleged incident, and explains whether any disciplinary action, training of staff or other action will occur. A complainant shall have 20 days from date received, to appeal the decision.

Tyler Transit will keep a record and track all Transit-Related Title VI complaints, investigations and lawsuits by utilizing the form on page 11 of this policy titled "Record of Transit-Related Title VI following the process above.

A person also may file a complaint directly with the Federal Transit Administration at:

FTA office of Civil Rights
1200 New Jersey Ave. SE.,
Washington, D.C. 20590.

or with

Texas Department of Transportation
ATTN: TxDOT- PTN
125 E. 11th Street Austin, TX 78701-
2483

Tyler Transit Civil Rights Complaint Form 1 of 3 (English)

Tyler Transit Civil Rights Complaint Form (Page 1 of 3)

Tyler Transit is committed to ensuring that we properly implement several civil rights laws and programs, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), the Disadvantaged Business Enterprise (DBE) program, and the External Equal Employment Opportunity (EEO) program. Complaints must be filed within 180 days from the date of the alleged incident.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, or if you would like to make a verbal complaint, please contact the Tyler Transit office at (903) 533-8057.

Section I				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Accessible Format Requirements:	Large Print	TDD	Audio Tape	Other: _____
Section II				
I believe that I have been (or someone else has been) discriminated against on the basis of:	Disability	Race / Color / National Origin	Not Applicable	
	Other (specify):			
I believe that Tyler Transit has failed to comply with the following program requirements:	Disadvantaged Business Enterprise	External Equal Employment Opportunity	Not Applicable	
	Other (specify):			
Section III				
Are you filing this complaint on your own behalf?	Yes*		No	
	*If you answered "yes" to this question, go to Section IV			
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes		No	
Section IV				
Date of alleged discriminatory action (Month, Day, Year):				
Location of alleged discriminatory action:				
Names of individuals responsible for the discriminatory action:				

NOTICE: If information is needed in another language, contact 903.533.8057

AVISO: Si necesita informaci3n en otro idioma, comuniquese al 903.533.8057

Tyler Transit Civil Rights Complaint Form 2 of 3 (English)

Tyler Transit Civil Rights Complaint Form (Page 2 of 3)

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. You should include specific details such as names, times, route numbers, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence from your transit provider. Attach additional pages, if necessary.

Names of persons (whitnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attach additional pages, if necessary)

Name:	Address:	Telephone:
1.		
2.		
3.		
4.		

Briefly explain what remedy, or action, you are seeking for the alleged discrimination.

Section V

Have you previosly filed a Civil Rights complaint with this agency?

Yes

No

Date of prior complaint (Month, Day, Year):

Tyler Transit Civil Rights Complaint Form 3 of 3 (English)

Tyler Transit Civil Rights Complaint Form (Page 3 of 3)

Section VI	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
U.S. Department of Transportation:	
Federal Transit Administration:	
Office of Federal Contract Compliance Programs:	
U.S. Equal Employment Opportunity Commission:	
U.S. Department of Justice:	
Other:	
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone Number:	
Section VII	
Have you discussed the complaint with any Tyler Transit representative?	Yes*
	No
*If yes, please provide the following	
Tyler Transit Representative:	
Title:	
Telephone number:	

We cannot accept an unsigned complaint. Please sign and date the complaint form below.

Signature

Date

Please submit this form in person or by mail to the address below:

**City of Tyler Transit Civil Rights Coordinator
Jake Hooter
210 East Oakwood St
Tyler, Texas 75702**



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AVISO: Si necesita información en otro idioma, comuníquese al 903.533.8057

Formulario de queja sobre derechos civiles de Tyler Transit 1 de 3 (Español)

Formulario de queja sobre derechos civiles de Tyler Transit (Página 1 de 3)

Tyler Transit se compromete a garantizar que implementemos adecuadamente varias leyes y programas de derechos civiles, incluido el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades de 1990 (ADA), el programa de Empresas Comerciales en Desventaja (DBE) y el Programa externo de Igualdad de Oportunidades en el Empleo (EEO). Las quejas deben presentarse dentro de los 180 días siguientes a la fecha del presunto incidente.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario o si desea presentar una queja verbal, comuníquese con la oficina de Tyler Transit al (903) 533-8057.

Sección I			
Nombre:			
Dirección:			
Teléfono (Casa):		Teléfono (Trabajo):	
Dirección de correo electrónico:			
Requisitos de formato accesible:	Letra Grande	TDD	Cinta de audio Otro: _____
Sección II			
Creo que yo he sido (o alguien más ha sido) discriminado por:	Discapacidad	Raza / Color / Origen Nacional	No Aplica
	Otro (especifique):		
Creo que Tyler Transit no ha cumplido con los siguientes requisitos del programa:	Empresa Comercial en Desventaja	Igualdad de Oportunidades Laborales Externas	No Aplica
	Otro (especifique):		
Sección III			
¿Está presentando esta queja en su propio nombre?	Si*		No
	*Si contesto "si" a esta pregunta, vaya a la Sección IV		
De lo contrario, proporcione el nombre y la relación de la persona por quien presenta la queja:			
Por favor explique por qué ha presentado una solicitud en nombre de un tercero:			
Confirme que ha obtenido el permiso de la parte agraviada si presenta la presentación en nombre de un tercero.	Si*		No
Sección IV			
Fecha de la supuesta acción discriminatoria (Mes, Día, Año):			
Lugar de la supuesta acción discriminatoria:			
Nombres de las personas responsables de la acción discriminatoria:			

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Formulario de queja sobre derechos civiles de Tyler Transit 2 de 3 (Espanol)

Formulario de queja sobre derechos civiles de Tyler Transit (Página 2 de 3)

Explique lo más claramente posible qué sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Debe incluir detalles específicos como nombres, horarios, números de ruta y cualquier otra información que pueda ayudarnos en nuestra investigación de sus acusaciones. Proporcione también cualquier otra documentación que sea relevante para esta queja, incluida cualquier correspondencia relacionada de su proveedor de transporte. Adjunte páginas adicionales, si es necesario.

Nombres de personas (testigos, compañeros de trabajo, supervisores u otros) con quienes podemos comunicarnos para obtener información adicional para respaldar o aclarar su queja: (Adjunte páginas adicionales, si es necesario)

Nombre:	Dirección:	Teléfono:
1.		
2.		
3.		
4.		

Explique brevemente qué reparación o acción está buscando para la supuesta discriminación.

Sección V

¿Ha presentado anteriormente una queja de Derechos Civiles ante esta agencia?	Si	No
Fecha de la queja anterior (Mes, Día, Año):		

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Formulario de queja sobre derechos civiles de Tyler Transit 3 de 3 (Español)

Formulario de queja sobre derechos civiles de Tyler Transit (Página 3 de 3)

Sección VI		
¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?		
Departamento de Transporte de EE. UU.:		
Administración Federal de Tránsito:		
Oficina de Programas de Cumplimiento de Contratos Federales:		
Comisión de Igualdad de Oportunidades en el Empleo de EE. UU.:		
Departamento de Justicia de EE. UU.:		
Otro:		
Por favor proporcione información sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Número de teléfono:		
Sección VII		
¿Ha discutido la queja con algún representante de Tyler Transit?	Si*	No
	*En caso afirmativo, proporcione lo siguiente	
Representante de Tyler Transit:		
Título:		
Número de teléfono:		

No podemos aceptar una queja sin firmar. Por favor firme y escriba fecha en el formulario de queja a continuación.

Firma

Fecha

Por favor entregue este formulario en persona o por correo a la siguiente dirección:

City of Tyler Transit Civil Rights Coordinator
Jake Hooter
210 East Oakwood St
Tyler, Texas 75702



Record of Transit-Related Title VI
Investigations, Complaints, and Lawsuits

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken/ Results
Investigations				
1. None				
2.				
Lawsuits				
1. None				
2.				
Complaints				
1. None				
2.				

The City of Tyler Assistant Transit Manager will serve as the Title VI Coordinator for the organization. The Coordinator will work to ensure all Title VI complaints are appropriately documented, as well as, oversee the security and confidentiality of the complaint files.

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Standards and Policies

City of Tyler prohibits discrimination in regard to race, color or national origin in all phases of its operation. Neither does City of Tyler utilize any method of administration which would discriminate on the basis of race, color or national origin. City of Tyler shall take affirmative action to assure that no person is excluded from participation in or denied the benefits of its programs or activities based on race, color or national origin. In addition, City of Tyler will not discriminate regarding routes, route changes, and frequency of service, scheduling, or assignment of vehicles. City of Tyler shall set all service standards equally, throughout the system. Service shall be provided in a manner that serves all patrons equally, with reasonable access to the Tyler Transit system.

Quantitative Standards shall be as follows:

Vehicle load - Tyler Transit shall not load more than the safe capacity of its vehicle during operation i.e., A load factor of 1.1.

Vehicle Headway Standards shall be as follows:

Tyler Transit service operates on Monday through Friday, from 6:00AM till 8:00PM and on Saturday from 9:00AM to 6:00PM. The headway is 1 to 1.5 hours for each round-trip of the one fixed-route.

On-time performance shall be no less than 90%. Tyler Transit shall maintain schedule as directed, except where "Route Deviation" due to reasonable modification request, dictates a route detour.

Service availability shall be set in reasonable perspective, such that patrons will have access to the route, where patrons are within $\frac{3}{4}$ of a mile of a Tyler Transit bus stop.

Service practices to fulfill service policy requirements are:

City of Tyler Transit shall print and distribute a system map (English and Spanish) throughout the service area. City of Tyler Transit shall assure all designated bus-stops are clearly marked at the stop.

A major service change policy is to be instituted as follows:

All proposed service areas shall be placed before the public in notices VIA television, newspaper, CITY OF TYLER-website, bulletin boards, courthouse or City locations. Notices shall describe changes and proposals (English and Spanish) and name date and location of any and all public hearings concerning the service change, no less than Thirty (30) days prior to public hearing.

No major service change shall be put in place without public notice and hearing, in addition to an analysis of adverse effects changes will have, if any and a thorough measure of the disparate impact the changes will have, if any, on minority populations. The disparate impact threshold must be applied uniformly. The public shall have participation in the service change policy. Use of census block analysis shall be used to determine the service equity. In addition, ridership data shall be analyzed to determine minority and non-minority base of the proposed route changes.

Assessment of Service Impacts will be conducted by using the following methods: Ridership data shall be used to determine the correct comparison population. An analysis of low-income and non-

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low-income population is best evidence. Additionally, GIS or alternative maps are to be prepared next, to review the route/routes in question.

This will aid in review of existing service area(s) to proposed service area(s).

Shelters are situated at higher utilized service areas. Shelter sites are selected by the City of Tyler Transit administration. All City of Tyler Transit vehicles are ADA accessible and may be of various types. Vehicle assignments are based solely upon availability.

Providing Assistance to and Monitoring Subrecipients

City of Tyler Transit monitors subrecipients and adheres to all local, state and federal regulation in regard to Title VI requirements. The monitoring process emphasizes both advising the subrecipient of their responsibilities and assessing compliance. In addition, Tyler Transit monitoring process includes the following activities:

1. Elaboration of FTA Requirements and Subrecipient Guidelines
2. FTA Subrecipient Funding Agreement Execution
3. Ongoing FTA subrecipient monitoring including monthly invoice reviews and review of quarterly reporting requirements
4. Formal Compliance reviews – Desk and on-site
5. Closeout

Note: At this time City of Tyler does not anticipate working with any subrecipients for the effective period of the program.

Facility Equity Analysis

Note: At this time no Tyler Transit facilities have been sited in the past three years.

How to File a Title VI Complaint



Tyler Transit
Title VI Coordinator
210 E. Oakwood
Tyler, TX 75702
903-533-8057

HOW TO FILE A TITLE VI COMPLAINT

Discrimination – Involves any act or inaction, whether intentional or unintentional in any program or activity of a Federal-aid recipient, sub-recipient, or contractor, which results in disparate (unfavorable) treatment, disparate impact, or perpetuating the effects of prior discrimination based on disability or in the case of disability, failing to make a reasonable accommodation.

Persons Eligible to File: Any person who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities, based upon disability may file a written complaint. The complaint may be filed by the affected individual or a representative and must be in writing.

Time Limits for Filing: A complaint must be filed no later than 180 days after the following:

- The date of the alleged act of discrimination; or
- The date when the person(s) became aware of the alleged discrimination; or
- Where there has been a continuing course of conduct, on which that conduct was discontinued or the latest instance of the conduct.

Form of Complaints: Formal complaints must be in writing and signed by the person(s) or representative and include the complainant's name, address and telephone number.

Where to File a Complaint:

- ADA complaints should initially be filed with the transit agency. It is in the best interest of all parties involved that issues raised in a complaint of discrimination be resolved at the local level.
- If there is no resolution to the complaint at the transit agency, the TxDOT may be involved in the complaint resolution, and a formal complaint may be filed with either one of the entities listed below:

Public Transportation Coordinator (Tyler District)
Texas Department of Transportation
701 East Main
Atlanta, Texas 75551
903-799-1387

Public Transportation Division
Office of Civil Rights
125 E. 11th St.
Austin, Texas 78701-2483
1-866-480-2518

- In the event there is no resolution, a formal complaint may be filed with either one of the entities listed below:
U.S. DOT/FTA
Mr. Michael Winter
Director of Civil Rights
400 7th Street SW, Room 9100
Washington, D.C. 20590

U. S. Department of Justice
Civil Rights Division
950 Pennsylvania Ave., NW
Disability Rights Section – NYAV
Washington, D. C. 20530

For information about ADA requirements affecting employment contact:

Equal Employment Opportunity Commission
1801 L. St., N.W.
Washington, D.C. 20507
Tel: 800/USA-EEO (voice)
800-800-3302 (TDD)

For information about ADA requirements affecting telecommunications contact:

Federal Communications Commission
1919 M St., N.W.
Washington, D.C. 20554
Tel: 202/634-1800 (voice)
202/632-6999 (TDD)

For information about requirements for accessible design in new construction and alterations contact:

Architectural and Transportation Barriers Compliance Board
1111 18th St., N.W. Suite 501
Washington, D.C. 20036-3894
Tel: 800/USA-ABLE (voice and TDD)

For information about ADA requirements affecting places of public accommodation contact:

Office on the Americans with Disabilities Act
U. S. Dept of Justice
P. O. Box 66118
Washington, D.C. 20035-6188
Tel: 202/514-0301 (voice)
202/514-0383

For information about ADA requirements affecting transportation contact:

Office of the Chief Counsel
Department of Transportation
400 Seventh St. S. W.
Washington, D.C. 20590
Tel: 202/366-9305 (voice)
202/755-7687 (TDD)

Como Presentar una Queja de Título VI



Como presentar un a queja de título VI

Tyler Transit
210 E. Oakwood
Tyler, TX 75702
903-533-8057

Discriminación – Envuelve cualquier hecho o inactividad, ya sea intencional o involuntario en algún programa o actividad para un beneficiario, sub-beneficiario, o contratista que reciba ayuda Federal el cual resulte en un trato diferente y poco favorable, o perpetúe los efectos de una discriminación anterior basada en discapacidad, o faltar a hacer una provisión razonable en el caso de discapacidad.

Personas que califican para someter una queja – Cualquier persona que crea que él o ella, o alguna clase específica de persona ha sido sujeta a discriminación o represalia prohibida por cualquier autoridad de Derechos Civiles, basada en discapacidad, podría someter una queja. La queja debe ser sometida por la persona afectada o su representante y debe ser por escrito.

Tiempo Límite para someter una queja - Una queja debe ser sometida no después de 180 días de:

- La fecha del supuesto hecho de discriminación, o
- La fecha cuando la(s) persona(s) se dieron cuenta del supuesto hecho de discriminación, o
- Donde ha habido un continuo curso de conducta en el que la conducta fue descontinuada, o la última vez que ocurrió tal conducta.

Forma de presentación de quejas – Las quejas formales deben ser por escrito y firmadas por la(s) persona(s), o representante, e incluir el nombre, el domicilio, y el número telefónico del reclamante.

Donde someter una queja

- Las quejas de la ADA (por sus siglas en Inglés) inicialmente deben someterse con la agencia de Transito. La resolución de un problema de discriminación a nivel local es mejor por el bienestar de todas las partes envueltas.
- Si no hubiera una resolución de la queja en la agencia de Transito, el Departamento de Transportación TxDOT (por sus siglas en Inglés) podría ser envuelto en la resolución de la queja y una queja formal debe someterse en cualquiera de las entidades descritas a continuación:

Public Transportation Coordinator (Tyler District)
Texas Dept of Transportation
701 East Main
Atlanta, Texas 75551
903-799-1387

Public Transportation Division
Office of Civil Rights
125 E. 11th St.
Austin, Texas 7870178701-2483
1-866-480-2518

- En el caso en que no hubiera una resolución, debe someterse una queja formal con cualquiera de las entidades descritas a continuación:

U.S. DOT/FTA
Mr. Michael Winter
Director of Civil Rights
400 7th Street SW, Room 9100
Washington, D.C 20590

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Ave., NW
Disability Rights Section-NYAV
Washington, D.C 20530

Para información acerca de los requisitos de la ADA (por sus siglas en Inglés) que afectan empleo, favor de contactar:

Equal Employment Opportunity Commission
1801 L. St., N.W.
Washington, D.C. 20507
Tel: 800/USA-EEO (voz)
800-8003302 (TDD)

Para información acerca de los requisitos de la ADA (por sus siglas en Inglés) que afectan los lugares de adaptación pública, favor de contactar:

Office on the Americans with Disabilities Act
U.S. Department of Justice
P.O. Box 66118
Washington, D.C. 20035-6188
Tel: 202/514-0301 (voz)
202/514-0383

Para información acerca de los requisitos de la ADA (por sus siglas en Inglés) que afectan telecomunicaciones, favor de contactar:

Federal Communications Commission
1919 M St., S.W.
Washington, D.C 20554
Tel: 202/634-1800 (voice)
202/632-6999 (TDD)

Para información acerca de los requisitos de la ADA (por sus siglas en Inglés) que afectan transportación, favor de contactar:

Office of the Chief Counsel
Department of Transportation
400 Seventh St. S.W.
Washington, D.C. 20590
Tel: 202/366-9305 (voz)
202/755-7687 (TDD)

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Title VI Limited English Proficiency (LEP) Four Factor Analysis and Implementation Plan

City of Tyler – Tyler Transit and Tyler Area Metropolitan Planning Organization

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May 2025

Title VI Limited English Proficiency Four Factor Analysis for Tyler Transit and Tyler Area Metropolitan Planning Organization

Purpose

The purpose of this Language Assistance Implementation Plan (hereinafter “plan”) is to meet Federal Transit Administration’s (FTA) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. As a recipient of FTA funds, this transit system is pledged to take reasonable steps to provide meaningful access to its transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

The U.S. Department of Transportation’s FTA Office of Civil Rights’ publication *“Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers”* was used in the preparation of this plan.

Contents

This plan contains:

- A. A needs assessment based on the four-factor analysis
- B. Implementation Plan
- C. Contact Information

A. LEP Needs Assessment – the Four-Factor Analysis

Factor 1. The number or proportion of LEP persons in our service area who may be served or are likely to encounter a transit program, activity, or service.

“The greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed. Ordinarily, persons “eligible to be served, or likely to be directly affected, by” a recipient’s programs or activities are those who are in fact, served or encountered in the eligible service population. This population will be program-specific, and includes persons who are in the geographic area that is part of the recipient’s service area...When considering the number or proportion of LEP individuals in a service area, recipients should consider LEP parent(s) whose English proficient or LEP minor children and dependents encounter the services of DOT recipients.

Recipients should first examine their prior experiences with LEP individuals and determine the breadth and scope of language services that are needed. In conducting this analysis, it is important to: Include language minority populations that are eligible beneficiaries of recipients’

programs, activities, or services but may be underserved because of existing language barriers; and consult additional data, for example, from the census, school systems and community organizations, and data from state and local governments, community agencies, school systems, religious organizations, and legal aid entities.

The focus of the analysis is on lack of English proficiency, not the ability to speak more than one language. Note that demographic data may indicate the most frequently spoken languages other than English and the percentage of people who speak that language but speak or understand English less than well. People who are also proficient in English may speak some of the most commonly spoken languages other than English.” (DOT LEP Guidance Section V (1)).

The Tyler Transit and Tyler Area Metropolitan Planning Organization (MPO) assessed the following information (as checked) about LEP persons to determine the number or proportion of LEP persons who might use or want to use transit services:

- U.S. Census Bureau, 2020 American Community Survey (ACS) 5-Year Estimates;
- Map showing City of Tyler with concentrations of LEP persons (e.g. Census Bureau’s Response Outreach Area Mapper (ROAM));
- Tyler 1st Comprehensive Plan, 20-year plan creating a strategic framework for future actions for the City of Tyler and serving as a roadmap for future growth;
- Rider Survey results (English/Spanish versions); and
- Reports from drivers, dispatchers, other about contact with LEP persons.

Demographic Review

According to the Census Bureau’s 2020 Census:

- The total eligible population in Tyler Transit’s service area (Tyler city limits) is 105,995;
- It is estimated that 20.2% of the population (approximately 19,904 people) speak a language other than English at home;
- Spanish
 - 17.2% (approximately 16,918 people) speak Spanish; and
 - 46.1% of Spanish speakers (approximately 7,805 people) speak English less than “very well”.
- Asian and Pacific Island languages
 - 1.5% (approximately 1,435 people) speak Asian and Pacific Island languages, and
 - 50.0% of Asian and Pacific Island speakers (approximately 718 people) speak English less than “very well”.
- Other Indo-European languages
 - 1.0% (approximately 1,020 people) speak other Indo-European languages; and
 - 34.8% of Indo-European speakers (approximately 355 people) speak English less than “very well”.

- Other Languages
 - 0.5% (approximately 531 people) speak other languages, and
 - 15.8% of this population (84 people) speak English less than “very well”.
- Using these estimates from the Census Bureau, the MPO estimates the total number of LEP persons in Tyler Transit’s service area to be 8,962 people.

On-Board Transit Passenger Survey

The on-board transit passenger survey was conducted during the fall of 2020 as part of a Transit Route Study. The survey was administered on-board by Tyler Transit drivers. The purpose of the survey was to gather input from riders regarding issues and opportunities relating to transit use and planning for Tyler. The survey was given to passengers as they boarded the bus; they then completed it while on-board and returned it as they exited the bus. The survey was administered in both English and Spanish versions, but results were not compiled separately. In order to reach out for more input from LEP persons, staff wrote a letter in Spanish with information about the purpose of the survey and encouraging participation.

Factor 2. The frequency with which LEP persons come in contact with transit programs, activities, or services.

“Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily. Recipients should also consider the frequency of different types of language contacts, as frequent contacts with Spanish-speaking people who are LEP may require certain assistance in Spanish, while less frequent contact with different language groups may suggest a different and/or less intensified solution. If an LEP individual accesses a program or service on a daily basis, a recipient has greater duties than if the same individual’s program or activity contact is unpredictable or infrequent. However, even recipients that serve LEP persons on an unpredictable or infrequent basis should use this balancing analysis to determine what to do if an LEP individual seeks services under the program in question. This plan need not be intricate. It may be as simple as being prepared to use a commercial telephonic interpretation service to obtain immediate interpreter services. Additionally, in applying this standard, recipients should consider whether appropriate outreach to LEP persons could increase the frequency of contact with LEP language groups.” (DOT LEP Guidance Section V (2)).

The LEP populations that Tyler Transit encounters primarily speak Spanish. The Spanish-speaking passengers are primarily located inside of Loop 323 within the city’s older neighborhoods. Spanish-speaking passengers are concentrated in neighborhoods north and east of downtown, particularly in the area east of North Broadway Avenue and north of East Front Street. These passengers use transit buses for work, school, medical appointments and retail needs. Tyler Transit’s bus drivers and office staff have frequent contact with both languages.

Transportation services provide an important link to the LEP population and their community.

Factor 3. The nature and importance of programs, activities, or services provided to the LEP population.

“The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual...” (DOT LEP Guidance Section V(3)).

“...providing public transportation access to LEP persons is crucial. An LEP person’s inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.” (DOT LEP Guidance Section V (4)).

The MPO considers transit to be an important and essential service for many people living in the metropolitan planning area. The Tyler Transit does not track LEP passengers separately but knows that public transportation is an important need, especially during the school year and colder weather months for all passengers, including LEP persons. Workers rely on the system all year round.

Factor 4. The resources available to our transit system and the overall cost to provide language assistance.

“A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. (emphasis added). Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, “reasonable steps” may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns.

Resource and cost issues, however, can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, affected populations, and Federal agencies.” (Section V(4)).

Tyler Transit’s current budget for marketing to or communicating with all eligible passengers about transit services, including LEP persons, is \$5,500. This funds brochures, flyers, posters, newspaper ads, radio ads, website, etc. During 2021, Tyler Transit implemented a new route system and schedule with all new marketing materials in both English and Spanish. In addition to the marketing budget, staff resources provide assistance to LEP persons.

Tyler Transit's website is available in Spanish which includes schedules, route maps as well as hours of operation and fares. Route/schedule maps and information about ADA paratransit services are available in both languages. In 2010, an updated Paratransit Plan was adopted which defines policies and procedures for ADA complementary service and has been translated into Spanish.

The agency employs several bus drivers that are fluent in Spanish and English that can assist with translation of new public documents and materials. The City of Tyler Communications Department provides access to translation services and the system also has access to Spanish translation through a cooperative agreement with the East Texas Council of Government GOBUS, the regional rural transit provider.

B. Implementation Plan

Task 1. Identifying LEP Individuals Who Need Language Assistance

"There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

One way to determine the language of communication is to use language identification cards (or "I speak cards"), which invite LEP persons to identify their language needs to staff. Such cards, for instance, might say, "I speak Spanish" in both Spanish and English, or "I speak Vietnamese" in both English and Vietnamese. To reduce costs of compliance, the Federal Government has made a set of these cards available on the Internet. The Census Bureau's "I speak card" can be found and downloaded at <http://www.usdoj.gov/crt/cor/13166.htm>.

When records are normally kept of past interactions with members of the public, the language of the LEP person can be included as part of the record. In addition to helping employees identify the language of LEP persons they encounter, this process will help in future applications of the first two factors of the four-factor analysis. In addition, posting notices in commonly encountered languages notifying LEP persons of language assistance will encourage them to self-identify." (DOT LEP Guidance Section VII (1)).

In order to determine the language of communications, the Tyler Transit created basic written information that drivers and staff can provide to those with limited English proficiency. In addition, bus drivers carry "I Speak" language identification cards. These wallet cards assist people with limited English proficiency when they are traveling without an interpreter.

Task 2. Language Assistance Measures

"An effective LEP plan would likely include information about the ways in which language assistance will be provided. For instance, recipients may want to include information on at least the following:

- *Types of language services available.*
- *How recipient staff can obtain those services.*
- *How to respond to LEP callers.*
- *How to respond to written communications from LEP persons.*
- *How to respond to LEP individuals who have in-person contact with recipient staff.*
- *How to ensure competency of interpreters and translation services.”(DOT LEP Guidance Section VII (2)).*

As the dominant alternate language is Spanish, Tyler Transit and the MPO make all materials and assistance available in Spanish as well as English. Language measures currently used to address the needs of LEP persons include the following:

- Making public information documents available in Spanish.
This includes:
 - Fixed route maps/schedules, paratransit brochures, and paratransit plan completed in FY 2011.
 - Paratransit eligibility application and notification letters completed in FY 2013.
- Tyler Transit and the MPO’s websites can be translated into Spanish by clicking the “En Espanol” icon at the top of each page.
- Arranging for availability of oral and written translators as needed by staff. Job postings encourage bilingual applicants, and there are translators available in the City’s Police, Fire, Transit, MPO, Development Services, and Water Departments.
- Posting notices in Spanish informing LEP persons of available services and upcoming public meetings.
- Working with community groups to verify the competency of interpreter and translation services.
- The City of Tyler also offers a bilingual certification program that encourages employees to become certified in Spanish.

Task 3. Training Staff

“Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained. An effective LEP plan would likely include training to ensure that:

- *Staff knows about LEP policies and procedures.*
- *Staff having contact with the public (or those in a recipient’s custody) is trained to work effectively with in-person and telephone interpreters.*

Recipients may want to include this training as part of the orientation for new employees. Recipients have flexibility in deciding the manner in which the training is provided, and the more frequent the contact with LEP persons, the greater the need will be for in-depth training. However, management staff, even if they do not interact regularly with LEP persons, should be

fully aware of and understand the plan so they can reinforce its importance and ensure its implementation by staff.” (DOT LEP Guidance Section VII (3)).

To ensure effective implementation of this plan, Tyler Transit and the MPO will schedule training during orientations for new staff and for all relevant employees on an annual basis to review:

- The MPO’s Four Factor Analysis and Implementation Plan
- Demographic data about the local LEP population
- Printed materials for LEP persons
- Procedures to handle verbal requests for transit service in a foreign language
- Responsibility to notify the Transit and MPO directors about any LEP persons’ unmet needs

Task 4. Providing Notice to LEP Persons

“Once an agency has decided, based on the four factors, that it will provide language services, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons would understand. Examples of notifications that recipients should consider include:

- *Posting signs in intake areas and other entry points. This is important so that LEP persons can learn how to access those language services at initial points of contact. This is particularly true in areas with high volumes of LEP persons seeking access to certain transportation safety information, or other services and activities run by DOT recipients*

For instance, signs in intake offices could state that free language assistance is available. The signs should be translated into the most common languages encountered and should explain how to get the necessary language assistance. The Social Security Administration has made such signs available at <http://www.ssa.gov/multilanguage/langlist1.htm>. DOT recipients could, for example, modify these signs for use in programs, activities, and services.

- *Stating in outreach documents that language services are available from the agency. Announcements could be in, for instance, brochures, booklets, and in outreach and recruitment information. These statements should be translated into the most common languages and could be “tagged” onto the front of common documents.*
- *Working with community-based organizations and other stakeholders to inform LEP individuals of the recipients’ services, including the availability of language assistance services.*
- *Using an automated telephone voice mail attendant or menu system. The system could be in the most common languages encountered. It should provide information about available language assistance services and how to get them.*
- *Including notices in local newspapers in languages other than English.*

- *Providing notices on non-English-language radio and television stations about the available language assistance services and how to get them.*
- *Providing presentations and/or notices at schools and religious organizations.” (DOT LEP Guidance Section VII (4)).*

Tyler Transit and the MPO notify LEP persons in their own language about the language assistance available to them without cost by using the following methods:

- Signs on buses or at bus stops
- Brochures
- Posters or flyers for local organizations that work with LEP persons
- Investigate allowing telephone messages
- Website notices

Task 5. Monitoring and Updating the LEP Plan

“Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees.

In addition, recipients should consider whether changes in demographics, types of services, or other needs require annual reevaluation of their LEP plan. Less frequent reevaluation may be more appropriate where demographics, services, and needs are more static. One good way to evaluate the LEP plan is to seek feedback from the community.

In their reviews, recipients may want to consider assessing changes in:

- *Current LEP populations in the service area or population affected or encountered.*
- *Frequency of encounters with LEP language groups.*
- *Nature and importance of activities to LEP persons.*
- *Availability of resources, including technological advances and sources of additional resources, and the costs imposed.*
- *Whether existing assistance is meeting the needs of LEP persons.*
- *Whether staff knows and understands the LEP plan and how to implement it.*
- *Whether identified sources for assistance are still available and viable.*

In addition to these five elements, effective plans set clear goals, management accountability, and opportunities for community input and planning throughout the process.”(DOT LEP Guidance Section VII (5)).

Tyler Transit and the MPO will review this plan during its annual review with the TxDOT public transportation coordinator by:

- Assessing its effectiveness (e.g., comparing numbers of LEP persons served by year, number of requests for language assistance received during the year),
- Assessing the sufficiency of staff training and budget for language assistance,
- Reviewing current sources for assistance to ensure continuing availability, and
- Reviewing and evaluating responses to any complaints from LEP persons about their needs that were received during the past year.

Revisions will be approved and dated accordingly.

Dissemination of Plan

This Four Factor Analysis and Implementation Plan will be available on the MPO's website at <https://www.tylerareampo.org/plans-and-projects/administrative-documents/title-vi>. It is also available upon request. If requested to be provided in Spanish and it is feasible to have it translated, it will be provided to the requester.

C. Contact Information

Questions or comments about this plan may be submitted to:

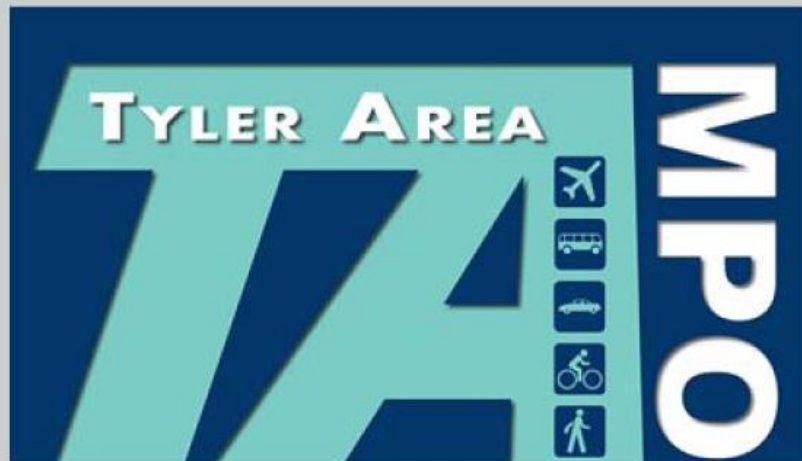
Tyler Transit

Name: Leroy Sparrow
Title: Transit Director
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Revised June 2016
Revised July 2019
Revised May 2022
Revised May 2025



PUBLIC PARTICIPATION PLAN

*Prepared by the:
Tyler Area Metropolitan Planning Organization*

*In Cooperation with:
Texas Department of Transportation, Federal highway
Administration, and the Federal Transit Administration*

PUBLIC PARTICIPATION PLAN

GENERAL

The City of Tyler currently serves as the fiscal agent for the Tyler Area Metropolitan Planning Organization (MPO), which represents the Tyler Metropolitan Study Area. The purpose of the MPO is to provide continuous, cooperative, and comprehensive transportation planning for the area. The Moving Ahead for Progress in the 21st Century (MAP-21) Act and subsequent passage of the Fixing America's Surface Transportation (FAST) Act emphasize the importance of a proactive public participation process that provides complete information, timely public notice, full public access to key decisions, and supports early and continuing participation of the public.

This policy for public participation conforms to requirements addressed under 23 CFR 450.316 which states that the MPO shall develop and use a documented participation plan that defines a process for providing individuals, affected public agencies, representatives of public transportation employees, public ports, freight shippers, providers of freight transportation services, private providers of transportation (including intercity bus operators, employer-based commuting programs, such as carpool program, vanpool program, transit benefit program, parking cash-out program, shuttle program, or telework program), representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process.

It is the intent of this Public Participation Plan to describe explicit procedures, strategies, and desired outcomes for:

- Providing adequate public notice of public participation activities and time for public review and comment at key decision points, including a reasonable opportunity to comment on the proposed metropolitan transportation plan and the TIP;
- Providing timely notice and reasonable access to information about transportation issues and processes;
- Employing visualization techniques to describe metropolitan transportation plans and TIPs;
- Making public information (technical information and meeting notices) available in electronically accessible formats and means, such as the World Wide Web;
- Holding any public meetings at convenient and accessible locations and times;
- Demonstrating explicit consideration and response to public input received during the development of the metropolitan transportation plan and the TIP; and
- Seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services;
- Providing an additional opportunity for public comment, if the final metropolitan transportation plan or TIP differs significantly from the version that was made available for public comment by the MPO and raises new material issues that interested parties could not reasonably have foreseen from the public involvement efforts;

- Coordinating with the statewide transportation planning public involvement and consultation processes; and
- Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process.

The MPO's public participation involvement procedures associated with TIP development will be used to satisfy the program-of-projects requirements of the Section 5307 Urban Formula Funded Program.

Public Participation Plan procedures will be reviewed periodically by the Texas Department of Transportation, the Federal Highway Administration and the Federal Transit Administration to assure that full and open access is provided to MPO decision-making processes. It is the intent of the Tyler Area Metropolitan Planning Organization to fully comply with the procedures outlined in this policy.

Guiding Regulations

MAP-21

On July 6, 2012, President Barack Obama signed into law the transportation bill, Moving Ahead for Progress in the 21st Century (MAP-21) Act. With guaranteed funding for highways, highway safety, and public transportation totaling \$244.1 billion, MAP-21 represented the largest surface transportation investment in our nation's history. The bill authorized transportation programs and projects for the two year period of 2012-2014. Prior to MAP- 21, the three landmark bills that brought surface transportation into the 21st century – the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA), the Transportation Equity Act for the 21st Century (TEA-21) and the Safe, Accountable, Flexible, Efficient Transportation Equity Act: a Legacy for Users (SAFETEA-LU) shaped the highway program to meet the nation's changing transportation needs.

MAP-21 addressed the many challenges facing our transportation system today – challenges such as improving safety, reducing traffic congestion, improving efficiency in freight movement, increasing intermodal connectivity, and protecting the environment – as well as laying the groundwork for addressing future challenges.

FAST Act

On December 4th, 2015, President Barack Obama signed the Fixing America's Surface Transportation Act (FAST) Act into law. The FAST Act provides long-term funding certainty for surface transportation investment as it authorizes \$305 billion for fiscal years 2016 through 2020 for highway, highway and motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, rail, and research, technology, and statistics programs. The FAST Act requires the Metropolitan Planning Organization (MPO) to consider planning strategies that will serve to advance ten (10) transportation-planning factors identified under the FAST Act:

1. Support the economic vitality of the metropolitan area, especially by enabling global competitiveness, productivity, and efficiency;
2. Increase the safety of the transportation system for motorized and non-motorized users;
3. Increase the security of the transportation system for motorized and non-motorized users;
4. Increase the accessibility and mobility options available to people and for freight;
5. Protect and enhance the environment, promote energy conservation, and improve quality of life;
6. Enhance the integration and connectivity of the transportation system, across and between modes, for people and freight;

7. Promote efficient system management and operation;
8. Emphasize the preservation of the existing transportation system;
9. Improve the resiliency and reliability of the transportation and reduce or mitigate storm water impacts of surface transportation; and
10. Enhance travel and tourism

MAP-21 and SAFETEA-LU Public Participation Plan regulations are maintained under the FAST Act, however, public ports and private providers of transportation, including intercity bus operators and employer-based commuting programs, are explicitly added to the list of interested parties that an MPO must provide with reasonable opportunities to be involved in the metropolitan transportation planning process. In addition, the FAST Act adds officials responsible for tourism and natural disaster risk reduction to the list of agencies and officials that a MPO should consult with in developing metropolitan transportation plans and TIPs. The Public Participation Plan is developed in compliance with MAP-21 and FAST Act regulations.

DEFINITIONS

Metropolitan Planning Organization (MPO): An organization designated by the Governor's Office of the State of Texas to conduct the metropolitan transportation planning process within urbanized areas with populations over 50,000.

Metropolitan Transportation Plan (MTP): A long-range plan (20 years or more) to deal with major transportation needs in the Tyler Metropolitan Area. The metropolitan transportation plan must be reviewed and updated within five years from adoption.

Metropolitan Transportation Planning Process: A special intergovernmental planning process that considers the transportation needs of the Tyler Metropolitan Area as a whole. The metropolitan transportation plan and transportation improvement program are principal products of the metropolitan transportation planning process.

Technical Advisory Committee (TAC): A committee consisting of appointed representatives for local, regional and state governments, transit providers, and other entities involved in transportation planning and development. The Technical Advisory Committee is responsible for reviewing and providing feedback for the Transportation Policy Committee to consider when approving the Metropolitan Transportation Plan, Transportation Improvement Program, and Unified Planning Work Program.

Transportation Improvement Program (TIP): A three-year schedule of projects to improve or maintain the quality of public surface transportation. The TIP is normally updated yearly and must be updated at least once every two years. Any projects or programs which use money from the Federal Highway Administration or Federal Transit Administration must be contained in the TIP. The TIP referred to herein is the TIP for the Tyler Metropolitan Area.

Transportation Policy Committee (TPC): A committee consisting of elected and appointed representatives for local, regional and state governments, and other entities involved in transportation planning or transportation development. The Transportation Policy Committee oversees the metropolitan transportation planning process and is responsible for approving or disapproving the Metropolitan Transportation Plan, Transportation Improvement Program, and Unified Planning Work Program.

Tyler Metropolitan Area: The area in and near Tyler, Texas, which is considered urbanized or is expected to become urbanized within twenty years. The Tyler Metropolitan Area is located in

Smith County and includes the City of Tyler; the Cities of Lindale, New Chapel Hill, Noonday, Whitehouse, Hideaway, and the communities of East Texas Center, Flint, and Gresham.

STAKEHOLDER INVOLVEMENT

The MPO shall maintain a distribution list of interested groups and individuals, including state, county, and local government officials, Chambers of Commerce, community groups, special interest groups, transportation providers, freight companies, etc. These individual stakeholders and groups shall also receive notices or flyers via regular mail or email notification at least 72 hours prior to any public meeting, public review period, or public comment period. The federal transportation legislation expands the listing of interested parties to be engaged during the development of the Public Participation Plan, the short-term and long-term transportation plans. These interested parties shall have reasonable opportunities to comment on projects of the short-term and long-term transportation plans.

- Affected public agencies
- Freight shippers
- Providers of freight transportation services
- Private providers of transportation (intercity bus operators, employer-based commuting programs, such as carpool or vanpool program, transit benefits program, parking cash-out program, shuttle or telework program)
- Representatives of users of public transportation
- Representatives of public transportation employees
- Representatives of users of pedestrian walkways and bicycle transportation facilities
- Representatives of the disabled
- Other interested parties

Federal regulations require expanded consultation and cooperation with agencies and officials responsible for other planning related activities within the Metropolitan Planning Area. The MPO shall consult with agencies and officials that are affected by transportation in the development of the short- and long-term transportation plans. The following is a list of those agencies and officials with whom the MPO may consult:

- | | |
|--|---|
| • Bicycle interest groups | • Local media (print, television and radio) |
| • Bureau of Land Management | • Local Parks and Recreation Departments |
| • Business and civic groups | • Local school districts |
| • Disabled persons interest groups | • Local Chambers of Commerce |
| • Elected officials & legislators | • Local Convention & Visitors Bureaus |
| • Forest Service (U.S. Department of Agriculture) | • Local Economic Development Corporations |
| • General Land Office | • Major employers |
| • Gregg County Emergency Operations Center | • National Marine Fisheries |
| • Gregg, Harrison and Upshur Counties | • Native American Tribal Councils |
| • Homeland Security | • Other interested citizens |
| • Local colleges & universities | • Pedestrian interest groups |
| • Local governments (cities, counties, council of governments) | • Planning & Zoning Commission |
| • Local historic preservation agencies | • Private freight shippers |
| • Local land use plans (City and County) | • Private transportation providers (taxi) |
| | • Providers of private freight transportation |

- Representatives of public transportation employees
- Representatives of users of public transportation
- Social service organizations
- Special interest groups
- Texas Commission on Environmental Quality
- Texas Division of Emergency Management
- Texas Historical Commission
- Texas Parks and Wildlife
- Transit interest groups
- Transportation agencies (Longview Transit, GoBus, rail, airport)
- Tribal Agencies
- U.S. Army Corps of Engineers
- U.S. Environmental Protection Agency
- U.S. Fish and Wildlife Services
- U.S. Geological Survey

PUBLIC NOTIFICATION PROCESS

Notice of public meetings, open houses, and public comment and solicitation opportunities will be advertised at least 72 hours in advance on the MPO website and in or at the:

- *Tyler Morning Telegraph*
- Tyler City Hall
- Smith County Courthouse
- Community Minority-Focused Papers, including Spanish language papers (when feasible)
- Press releases will be sent to all local media

A copy of newspaper publications shall be obtained and retained in the MPO files for a period of three years. In absence of a copy of newspaper or newspaper certification, where efforts are made according to the policies of the publisher to place announcements, there shall be determined that the MPO has met requirements for public notification.

The MPO shall also distribute press releases to all local media at least 72 hours in advance and email interested individuals and organizations listed on a correspondence roster for MTP and TIP public hearings which shall be maintained by the MPO.

PUBLIC MEETINGS

Committee Meetings

All meetings of the MPO Transportation Policy Committee and other public meetings will be held in compliance with the Texas Open Meetings Act. The public will be given an opportunity to participate at every public meeting. Those attending public meetings will be asked to sign a roster. The roster will be retained by the MPO for a period of three years. The MPO shall prepare minutes for public meetings containing a summary of the comments, speakers and other information. Minutes shall be accessible through the MPO's website and retained by for a period of three years.

Metropolitan Transportation Plan

Two or more public meetings shall be held to present new or major updates to the Metropolitan Transportation Plan prior to its adoption. At least one of these meetings shall be held a minimum of 30 days prior to adoption.

Transportation Improvement Program

One public meeting shall be held to present the Transportation Improvement Program. The meeting shall be held a minimum of 10 days prior to adoption.

PUBLIC REVIEW

In order to allow the public an opportunity to review major plans in detail, a public comment and review period shall be announced before the adoption of Transportation Improvement Programs (TIP), Metropolitan Transportation Plan (MTP) and/or the Public Participation Plan (PPP). During the public review period, the MPO shall make available the document(s) proposed for adoption online on the MPO's webpage and in the MPO's office. The public may review the documents at the MPO office during working hours. If possible, staff will be available to discuss the document or answer questions. The public review period may run concurrently with the public comment period.

PUBLIC COMMENT

To solicit public opinion, a public comment period shall be held for the period required by federal and state regulations or the number of days listed below, whichever is greater, prior to the adoption of the following documents:

Transportation Improvement Program	10 days
Metropolitan Transportation Plan	30 days
Public Participation Plan	45 days

When significant oral or written comments are received on the draft Metropolitan Transportation Plan or the draft Transportation Improvement Program during the public review and comment period, a summary, analysis, and report on the disposition of comments shall be made part of the final plans or programs.

AMENDMENTS

If the final plan or program differs significantly from the one which was made available for public comment and raises new material issues which interested parties could not reasonably have foreseen from the public participation efforts, an additional 10 day public review and comment period shall be afforded prior to the adoption of the revised Metropolitan Transportation Plan or Transportation Improvement Program.

In cases where time may be of the essence in terms of applications and funding, the TAC's recommendation to the TPC may be secured via e-mail and forwarded to the TPC Chair for consideration and approval.

Amendments to the Transportation Improvement Program updating or adjusting amounts of listed projects, let dates, project numbers and similar amendments will not require approval by the MPO Transportation Policy Committee following concurrence by TxDOT.

PROJECT SOLICITATION AND SUPPORT

At least six months prior to the adoption of a required update to the Metropolitan Transportation Plan, the MPO shall solicit from the public ideas for improvements to the transportation system to be considered as part of the new or updated Metropolitan Transportation Plan. Solicitation may be in the form of a survey, questionnaire, public meeting or other means. These ideas shall be reviewed by the MPO staff and MPO Technical Committee and will be considered for

incorporation into the Plan.

Requests for project support and/or endorsement shall be submitted at least five working days before a scheduled TAC meeting. All such requests must be in writing, detailed, and specific. All such requests must be in writing, detailed, and specific. Project support is restricted to those projects currently in the Metropolitan Transportation Plan.

OPEN RECORDS REQUESTS

Requests for public records or information will be handled in accordance with the Texas Public Information Act and the federal law, through the Freedom of Information Act and related acts. The procedure for responding to records requests shall follow the policy outlined by the City of Tyler.

PUBLIC APPEARANCES

The MPO shall make every effort to comply with requests from civic or professional groups, organizations or committees to present or discuss information related to the responsibilities of the MPO. The organization should contact the MPO in advance to allow ample time for the MPO to make arrangements for a public appearance.

In the same manner, the MPO may schedule appearances at meetings of groups such as neighborhood organizations to gather input from residents or serve as members of other transportation-related committees (i.e., Chamber of Commerce Transportation Committee). Interaction with these groups shall be an avenue through which the MPO shall seek out and consider the needs of those traditionally under-served by existing transportation systems, including but not limited to the elderly, disabled, low-income and minority households.

INTERNET

It is the goal of the MPO to make public information available in electronically accessible format to afford reasonable opportunities for consideration of public comment and opinion. The official website of the MPO shall be utilized to post public notices for public meetings and to post various planning documents. The MPO's website will have these documents available for public access:

- Public Participation Plan (PPP);
- Metropolitan Transportation Plan (MTP);
- Transportation Improvement Program (TIP);
- Annual Project Listing (APL);
- Unified Planning Work Program (UPWP); and
- Special Studies conducted by the MPO.

The MPO will provide a user-friendly website containing other pertinent transportation information such as latest news, agendas, meeting minutes, and links to outside agencies. The website will provide an opportunity for citizen feedback.

VISUALIZATION TECHNIQUES

In order to better communicate transportation plans with the general public, federal regulations also emphasize the use of visualization techniques to depict transportation plans. Examples of visualization techniques may include charts and graphs, tables, Geographic Information System (GIS) maps overlaid with data, interactive GIS maps, GIS-based scenario planning tools, photo renditions, artist renderings, and static maps. The intent for this technique is to better depict the

programs and their impact on the public. The MPO will utilize visualization techniques during the development of the short-term and long-term transportation plans.

OPTION TO USE ADDITIONAL PROCEDURES

Procedures and activities which may be used for public information or public participation are not limited to the procedures described above. Additional public information and public participation activities may be conducted without revision to the above procedures.



Tyler Transit
TRANSIT SERVICE GUIDELINES

Updated April 29, 2025

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PURPOSE

The Transit Service Guidelines are designed to provide cost effective, convenient, and reliable service for transit customers. The guidelines define the conditions that require action when standards are not met, but allow flexibility to respond to varied customer needs and community expectations in an accountable, equitable and efficient manner. As stated above this document is a guideline and is subject to transit administration interpretation and discretionary use. Due to the sustaining and projected growth in City of Tyler, markets, and customer expectations are ever changing as well as growing thus these service guidelines are considered to be a living document.

TYLER TRANSIT SERVICE GUIDELINES

The adopted service guidelines are in the following areas:

- Transit Coverage
- Transit Access
- Bus Stop Spacing and Amenities
- Route Monitoring System
- New Transit Services
- Load Standards
- On-time Performance
- Duplication of Service
- Route Directness
- Route Patterns
- Service Frequency and Span
- Vehicle Assignment
- Title VI Guidelines
- Service Change policy and procedures

The service guidelines are intended to be applied to two primary areas of focus: the evaluation of existing services and the evaluation of proposals for new service.

As an example, the service guidelines can be applied in the following situations:

- Restructuring service to **eliminate lower productivity** segments or branches or **adjusting service frequency** to better reflect the demand for service. Service areas that do not meet standards are not automatically eliminated. These guidelines call for the elimination of unproductive service areas only as a last resort when it has been determined that no cost- effective actions are available to improve the productivity of the service. The guidelines for evaluation of existing service areas are not intended to preclude changes to service areas that meet these minimum standards. In many cases, it may be possible to improve the productivity of service areas that meet the minimum standards by making changes to headways or trip times. These guidelines should not be used to prevent changes to improve the efficiency of existing service areas, as long as the changes meet the service area design standards.
- The evaluation of new service proposals will take place as **proposals are received or**

needs identified. New service proposals will be evaluated based on the most recent information available regarding system standards. Decisions regarding implementation of new service areas will be made through the service planning process and by the Internal Transit Service Development Review Committee.

TRAVEL MARKETS

Public Transportation cannot reasonably serve all person trips within a city. However, transit can compete effectively for market share in many situations. To guide decisions on resource allocation and to provide a basis for measuring performance over time, Tyler Transit has identified those markets where it will seek to be competitive. The selected local travel markets are consistent with the Tyler Transit Vision and will support attainment of the Tyler Transit Strategic Objectives, regional coordination plan, and the objectives of the City of Tyler 1st plan.

Travel Markets

Tyler Transit will identify and consider City of Tyler and area economic development plans when service changes or reductions are proposed. Travel markets reviewed will include but not limited to the following:

- Financial (e.g., banks and loan institutions)
- Medical (e.g., hospitals and health clinics)
- Educational (e.g., primary, secondary, and post-secondary institutions)
- Social Services
- Dining
- Safety (Road safety, city engineers, power company, cable company & other utilities)
- Legal Services
- Grocery
- Fitness
- Recreation
- Parks
- Entertainment (e.g., Theaters, Bingo, etc.)
- Extracurricular Activities
- Nutrition Centers
- Assisted Living Centers
- Business Centers
- Workforce Development Centers
- Nonprofit Services
- Emergency Housing
- Emergency Services
- Alternative Transportation (e.g., Greyhound, Taxi, Airport)
- Mail Logistic Centers (USPS, FedEx, UPS)
- Utility Services;
- Community Centers
- Housing and Urban Development Centers

- Religious Services
- Neighborhood Services
- Vital Records
- Security

TRANSIT COVERAGE

The purpose of these guidelines is to provide convenient access to transit service in all areas exceeding a minimum density. It is very difficult to provide effective transit services in low-density areas. This guideline supports the land-use goal of encouraging higher densities in coordination with transit services. Census block group and Traffic Analysis Zone (TAZ) data will be used to measure residential and employment density. Texas Department of Transportation Planning & Programing Department issues a guide to aggregate the information, latest issued January 2, 2012. The coverage area will be three-quarter mile around the desired pick-up area.

Residential Density

In order for an area within City of Tyler UZA to be considered for Tyler Transit services, the area must meet a residential density more than 2.8 persons per acre.

Employment factors will be taken into account when recommending transportation coverage to UZA areas around City of Tyler to include City of Bullard, Flint area, and City of Whitehouse.

Suburban Areas

In outlying suburban areas, park and ride lot plans will be considered in UZA areas likely to attract good ridership and in locations where they can effectively intercept potential riders. Currently Tyler Transit does not have service in the surrounding areas to City of Tyler but will continue to work and find solutions to provide services as financial constraint is present.

TRANSIT ACCESS

Buses can do substantial damage to parking lots and roadways that are not built to accommodate the weight of a bus. This needs to be taken into account in the planning for transit services.

Road Condition

Transit service will only be provided on paved roadways that have sufficient strength to accommodate repetitive bus and transit vehicle axle loads. The roadways must be in good condition and buses must safely be able to maneuver.

BUS STOP SPACING AND AMENITIES

It is recognized that bus stops and amenities help customers access Tyler Transit services, and make their riding experience more comfortable, safe and friendly. Amenities include bus shelters, benches, waste receptacles, and travel information signs.

Bus *stop spacing* has a major impact on transit performance. Stop spacing affects both access time and line-haul time, and therefore affects the demand for transit service. In general, there is a tradeoff between:

- (a) closely spaced, frequent stops and shorter walking distance, but more time on the vehicle, and
- (b) stops spaced further apart and longer walking distance, but less time on the vehicle.

Some of findings of optimization studies across the United States are:

- As acceleration or deceleration rates increase, optimal stop spacing will narrow (i.e., an intermediate stop imposes a smaller time penalty).
- As steady running speed attained after acceleration increases, optimal spacing will widen (i.e., an intermediate stop will impose a greater time penalty).
- As the speed of the feeder mode is increased, optimal spacing will widen.
- As dwell time is reduced, optimal spacing will narrow.

Although analytical studies to determine optimal stop spacing provide some useful guidelines, stops must ultimately be sited to serve major trip generators, and attractors in the service area. Over time there is a tendency for additional stops to be added for service, as requests for service in front of more places are accepted. When stops are as frequent as every or every other city block, it may be useful to comprehensively re-examine the location of all stops.

Bus Stop Spacing

Factors that should be considered in determining bus stop locations/spacing are as follows:

1. Provide stops at **major generators** (For example: employment centers, residential areas with 100+ units, retail centers, public education centers, major medical facilities, etc.).
2. Provide bus stops at **transfer locations**. (For example Bergfeld Center transfer location)
3. To the extent possible, provide bus stops at **signalized intersections** where there are designated crossings.
4. Provide **intermediate stops** based on the distance a person has to travel to arrive at a bus stop: - **Central Business Districts or Major Commercial District:** Minimum 500 feet - **High to medium density areas:** 750 to 900 - **Medium to low density areas:** 900 to 1,300 feet - Low density to rural areas: as needed, no more frequent than 1,500 to 2,500 feet
5. Bus stop spacing shall correspond to the spacing established in the Tyler Transit Passenger Amenities Guidelines.

Amenities

Placement of amenities should be based upon factors that consider equity in distribution throughout the service area, and factors that consider the benefit to the user and site-related constraints. Greater consideration should be given to stops in key service areas

due to a generally higher level of demand. **Stop locations that have boarding greater than 25 people per day will be given priority.**

Other factors that should be considered in determining the priority for amenities at stops are:

- High percentage of transfer passengers (more than 25 percent), and
- High percentage of seniors or disabled persons using the stop (more than 25 percent)

The necessary infrastructure (such as sidewalks and ADA accessibility) must be in place in order to consider an installation. The integration of the necessary infrastructure and amenities in newly developed or redeveloped areas should be coordinated with the development.

Tyler Transit will at times work with private landowners, and developers to the extent practicable, to leverage the construction or the monies to offset the construction costs of necessary infrastructure and bus stop amenities.

Accessibility

All of Tyler Transit services and passenger facilities will be accessible to people with disabilities and the elderly in accordance with the rules and regulations of the Americans with Disabilities Act (ADA).

NEW TRANSIT SERVICE

Proposals for new service come from a variety of sources including: customers, employees, and reviews of system performance.

New service proposals are reviewed during the service change process and are implemented based upon customer need and resource availability.

Performance Evaluation

All new services will be subject to performance evaluations and will be expected to meet the performance standards for their service type within two (2) years of implementation.

New services will be expected to meet a performance monitoring score of 0.5 or better after one year. If this does not occur, Tyler Transit will review the service and look for ways to improve its performance. If the service performance slips to below 0.5 after two years, the service will be a candidate for discontinuation.

New Employment Shuttles

New shuttle services in employment areas may require a financial contribution from business community stakeholders of up to 104 percent of the marginal operating cost. Currently, City of Tyler does not actively have engaged stakeholders with a budget to aid for new employment shuttles.

Bus Services Outside City of Tyler

Tyler Transit will follow the legislation set forth in the Tyler Transit Enabling ACT as it relates to bus services outside of City of Tyler which services outside the City Limit may not be allowed.

LOAD STANDARDS

The objective of load standards is to balance passenger comfort and safety with operating cost. Average load factor is the ratio of passenger miles traveled, per vehicle revenue mile or VOMS.

Load Standards

Tyler Transit standard load factors for its transit services in regular service are:

- ☐ 130% or 1.3 vehicle load of seated capacity for fixed route transit service during peak hour service based on 22 passenger bus.
- ☐ 100% or 1.0 of seated capacity for fixed route transit service during off-peak hour service based on 22 passenger bus.

Tyler Transit will work not to exceed its standard load factors for more than 60 minutes per trip on a given route. If a service is consistently above the seated capacity, then Tyler Transit will bring to the attention of Transit Administration for needed adjustments not that involve adding additional service outside the scope.

Any changes approved will be added to the prior scheduled service change, if funding is available. If the standing load compromises safety in any way, Tyler Transit will review the possibility to implement additional services to meet the demand.

Individuals in Wheelchair, Boarding's

Tyler Transit will analyze wheelchair boarding's annually, and make necessary schedule adjustments. Transit Supervisors or service sub-contractor will be utilized if particular trips continually are not able to provide service to all Individuals in wheelchair boarding's on a given fixed route services.

Passenger Capacities

	Asset Name	Type	Year	Make	Model	Ambulatory Capacity	Wheelchair Capacity
1	16990	11 - Cutaway	2016	CHEVROLET	ARBOC 4500	22	2
2	16991	11 - Cutaway	2016	CHEVROLET	ARBOC 4500	22	2
3	16993	11 - Cutaway	2016	CHEVROLET	ARBOC 4500	22	2
4	17973	3 - Cutaway	2017	CHEVROLET	SPIRIT OF FREEDOM	10	2
5	17974	3 - Cutaway	2017	STARCRAFT	ALLSTAR E-450	14	4
6	18978	1 - Van	2018	DODGE	RAM 3500	8	0
7	18960	7 - Mini-Van	2018	DODGE	CARAVAN	3	1
8	18976	3 - Cutaway	2018	STARCRAFT	ALLSTAR E-450	22	1
9	20971	1 - Van	2020	DODGE	PROMASTER	8	0
10	20972	1 - Van	2020	DODGE	PROMASTER	8	0
11	20981	11 - Cutaway	2020	CHEVROLET	ARBOC 4500	22	2
12	20982	11 - Cutaway	2020	CHEVROLET	ARBOC 4500	22	2
13	20984	11 - Cutaway	2020	CHEVROLET	ARBOC 4500	22	2
14	21967	15 - Bus	2021	GILLIG	LOW FLOOR	24	2
15	22968	15 - Bus	2022	GILLIG	LOW FLOOR	24	2
16	23970	2 - Cutaway	2023	DODGE	RAM 3500	14	2
17	23992	11 - Cutaway	2023	CHEVROLET	ARBOC 4500	22	2

	Asset Name	Type	Year	Make	Model	Ambulatory Capacity	Wheelchair Capacity
18	24965	1 - Van	2024	DODGE	RAM 3500	8	2
19	24966	2 - Cutaway	2024	DODGE	RAM 3500	14	2
20	24969	2 - Cutaway	2024	DODGE	RAM 3500	14	2
21	24975	1 - Van	2024	DODGE	RAM 3500	8	2
22	24977	2 - Cutaway	2024	DODGE	RAM 3500	14	2
23	24979	2 - Cutaway	2024	DODGE	RAM 3500	14	2
24	24980	2 - Cutaway	2024	DODGE	RAM 3500	14	2
25	24983	1 - Van	2024	DODGE	RAM 3500	8	2
26	25985	1 - Van	2025	DODGE	RAM 3500	8	2
27	25986	1 - Van	2025	DODGE	RAM 3500	8	2
28	25987	7 - Mini-Van	2025	CHRYSLER	VOYAGER	5	1
29	25988	7 - Mini-Van	2025	CHRYSLER	VOYAGER	5	1

ON-TIME PERFORMANCE

Tyler Transit will perform reliably in accordance with accepted pickup windows, on-time performance standards have been established. A vehicle is considered “late” when it arrives thirty (30) minutes or more after the accepted pickup window. A vehicle is considered “early” if it departs one (1) minute or more prior to the scheduled pickup window. All other trips are considered “on time”.

On-Time Performance

Tyler Transit service areas that achieve an on-time performance score of 75 percent (75%) or less over a course of two (2) service changes will be reviewed and remedial action to improve performance will be put in place at the next service change.

DUPLICATION OF SERVICE

Service duplication occurs when two (2) or more service areas serve the same roadway. Duplication of service can sometimes be needed or unavoidable due to the presence of activity centers or the lack of alternate routing options. When services share the same street segment Tyler Transit will do the following:

Duplication of Service

If two (2) services use the same street, schedules should be adjusted to maximize frequency on the shared alignment.

SERVICE FREQUENCY AND SPAN

Service frequency is established to provide a sufficient number of vehicles to accommodate passenger volume at the most crowded location(s), during a given time period. On high ridership service areas, the frequency of service provided is a function of **demand and peak period loads**.

Service span refers to the hours that service is provided and defines the minimum period of time that service will operate at any point in the system.

Headways and Frequency

The policy headway for Tyler Transit **local and neighborhood routes** will be 30 minutes or better. **Crosstown services** will be no greater than 120 minutes in frequency during **peak or non-peak service**. In peak periods, 30-minute headways will be the norm on local routes unless low demand warrants less frequent service.

Service Span

Tyler Transit Services will operate between 6:00 a.m. and 8:00 p.m. Monday through Friday, and Saturday 9:00 a.m. through 6:00 p.m., Sundays Services Closed - Exceptions will be based on ridership and productivity to follow utilizing service change policies and procedures.

VEHICLE ASSIGNMENT

Tyler Transit vehicles shall be assigned to specific service types according to the following guidelines. Exceptions to this may take place based upon operational and scheduling practices to maintain optimal efficiency.

Vehicle Assignment

Fleet types should be assigned based on the service type it is intended to serve when feasible.

TITLE VI

Major Service Change Policy

All major service changes as specified by Tyler Transit in coordination with FTA are subject to a Title VI Equity Analysis prior to Transit Administration approval of the service change.

Tyler Transit will work to complete an equity analysis for a major service change and present to the public in the form of public meetings and to the City of Tyler Council for its consideration and included in the Title VI program with a record of action taken by the City Council.

A major service change is defined by Tyler Transit as: service elimination, change of a route in which is 25% or more revenue miles are adjusted to a different route. In addition, anytime there is a 25% or greater change in revenue hours or revenue miles, 25% or greater reduction in span of service or fare change all of which will constitute a major service change.

Disproportionate Burden Policy

Reference: *FTA C 4702.1B Chapter IV Requirements and Guidelines for Fixed Route Transit Providers*

Tyler Transit is not required to follow a Route Monitoring System, evaluating service and fare equity changes, provide service monitoring. If Tyler Transit operates 50 or more fixed route vehicles in peak service and is located in a UZA of 200, 000 or more in population the following policy will be utilized and implemented.

Service Planning Major Service Change Steps

STEP 1 Service change proposal development

STEP 2 Community involvement
 STEP 3 Schedule development
 STEP 4 Infrastructure needs
 STEP 5 Customer information and education
 STEP 6 Implementation

Disparate Impact Policy

Reference: *FTA C 4702.1B Chapter IV Requirements and Guidelines for Fixed Route Transit Providers*

Tyler Transit is not required to have a Disparate Impact Policy, evaluating service and fare equity changes, provide service monitoring. If Tyler Transit operates 50 or more fixed route vehicles in peak service and is located in a UZA of 200, 000 or more in population the following policy will be utilized and implemented.

REASONABLE MODIFICATION

Reasonable Modification Final Rule

49 CFR Parts 27 and 37 Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices Effective July 13, 2015

Reasonable modification final rule was put in place by Office of the Secretary, U.S. Department of Transportation on July 13, 2015. The final rule is a basic tenet of disability law that is already in section 504 of the Rehabilitation Act a federal civil rights law and Department of Justice ADA regulations.

As there were no changes to the longstanding origin-to-destination requirement under §37.129(a) the base curb-to-curb policy is okay but assistance beyond the curb would be needed on an individual basis, consistent with 2005 Department of Transportation law guidance.

Reasonable Modification Definition

The definition of Reasonable Modification is fair and sensible; not extreme or excessive; possessing sound judgement; and the act or process of changing parts of something.

Reasonable Modification Requirement

Tyler Transit is required to make reasonable modification to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

Within situations that may require reasonable modification, subject to the limitations discussed below, Tyler Transit must make reasonable modifications of its service in order to comply with the underlying requirements of the rule. The following provisions tell Tyler Transit the end they must achieve; the reasonable modification provision tells Tyler Transit how to achieve that end in situations in which normal policies and practices do not succeed in doing so.

Reasonable Modification Request Denial

As noted above, the responsibility of Tyler transit to make requested reasonable modifications is not without some limitations.

There are four classes of situations in which a request may legitimately be denied:

1. The first is where granting the request would **fundamentally alter Tyler Transit's services, programs, or activities.**
2. The second is where granting the request would create a **direct threat to the health or safety of others.**
3. The third is where without the requested modification, the individual with a disability is **able to fully use the Tyler Transit's services, programs, or activities for their intended purpose.**
4. The fourth, is where granting the request would **cause an undue financial and administrative burden.**

Reasonable Modification Examples

The examples included below are neither exhaustive nor exclusive. Tyler Transit may need to make determinations about requests for reasonable modification that are not described below.

Importantly, reasonable modification applies to Tyler Transits' own policies, practices, and not regulatory requirements contained in 49 CFR parts 27, 37, 38, and 39, such as complementary paratransit service going beyond 3/4 mile of an established bus stop, providing same day complementary paratransit service, etc.

Generally, Tyler Transit may offer reasonable accommodation for the examples below:

- Have operator pull up a reasonable distance from bus stop
- Help rider with fare media
- Allow passenger with medical condition to eat or drink to avoid adverse health consequences
- Pick up at hard to maneuver spots
- Pick up at specific entrances
- Assist in extreme weather

EXAMPLES

Snow and Ice

Except in extreme conditions that rise to the level of a direct threat to the driver or others, a passenger's request for a paratransit driver to walk over a pathway that has not been fully cleared of snow and ice should be granted so that the driver can help the passenger with a disability navigate the pathway. Safety and accessibility!

Pick Up and Drop Off Locations with Multiple Entrances

A paratransit rider's request to be picked up at home, but not at the front door of his or her home, should be granted, as long as the requested pick-up location does not pose a direct threat. Similarly, in the case of frequently visited public places with multiple entrances (*e.g.*, shopping malls, employment centers, schools, hospitals, airports), the paratransit operator should pick up and drop off the passenger at the entrance requested by the passenger, rather than meet them in a location that has been predetermined by Tyler Transit, again assuming that doing so does not involve a direct threat. Safety and accessibility!

Private Property

Paratransit passengers may sometimes seek to be picked up on private property (*e.g.*, in a gated community or parking lot, mobile home community, business or government facility where vehicle access requires authorized passage through a security barrier).

Even if the Tyler Transit paratransit division does not generally have a policy of picking up passengers on such private property, the paratransit operator should make every reasonable effort to gain access to such an area (*e.g.*, work with the passenger to get the permission of the property owner to permit access for the paratransit vehicle).

Tyler Transit paratransit division is not required to violate the law or lawful access restrictions to meet the passenger's requests. A public or private entity that unreasonably denies access to a paratransit vehicle may be subject to a complaint to the U.S. Department of Justice or U.S. Department of Housing and Urban Development for discriminating against services for persons with disabilities. Accessibility

Obstructions

For Tyler Transit services, a passenger's request for a driver to position the vehicle to avoid obstructions to the passenger's ability to enter or leave the vehicle at a designated stop location, such as parked cars, snow banks, and construction, should be granted so long as positioning the vehicle to avoid the obstruction **does not pose a direct threat**.

To be granted, such a request should result in the vehicle stopping in reasonably close proximity to the designated stop location. Tyler Transit is not required to pick up passengers with disabilities at non-designated locations. Tyler Transit would not have to establish flag stop or route-deviation policy, as this would be fundamental alterations to the system rather than reasonable modifications of a system.

Likewise, subject to the limitations discussed above, Tyler Transit should be flexible in establishing pick up and drop off points to avoid obstructions.

Fare Handling

A passenger's request for Tyler Transit personnel (*e.g.*, the driver, transit lobby staff) to handle the fare media when the passenger with a disability cannot pay the fare by the generally established means should be granted on all services (*e.g.*, in a situation where a bus passenger cannot reach or insert a fare into the farebox).

Transit personnel are not required to reach into pockets or backpacks in order to extract the fare media.

Eating and Drinking

If a passenger with diabetes or another medical condition requests to eat or drink aboard a vehicle or in a Tyler Transit Facility in order to avoid adverse health consequences, the request should be granted, even if Tyler Transit has a policy that prohibits eating or drinking.

Medicine

A passenger's request to take medication while aboard a fixed route or paratransit vehicle or in a Tyler Transit facility should be granted. For example, Tyler Transit will modify its policies to allow individuals to administer insulin injections and conduct finger stick blood glucose testing. Tyler Transit staff need not provide medical assistance, however, as this would be a fundamental alteration of their function.

Boarding Separately from Mobility Device

A mobility device user's request to board a vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift should generally be granted. (Note, however, that under [§ 37.165\(b\)](#), entities are required to accommodate device or user loads and dimensions that exceed the former “common wheelchair” standard, as long as the vehicle and lift will accommodate them.)

Dedicated vehicles or special equipment in a vehicle

A paratransit passenger's request for special equipment (*e.g.*, the installation of specific hand rails or a front seat in a vehicle for the passenger to avoid nausea or back pain) can be denied so long as the requested equipment is not required by the Americans with Disabilities Act or the Department's rules.

Likewise, a request for a dedicated vehicle (*e.g.*, to avoid residual chemical odors) or a specific type or appearance of vehicle (*e.g.*, a sedan rather than a van, in order to provide more comfortable service) can be denied. In all of these cases, the U.S DOT views meeting the request as involving a fundamental alteration of the provider's service.

Exclusive or Reduced Capacity Paratransit Trips

A passenger's request for an exclusive paratransit trip may be denied as a fundamental alteration of the entity's services. Paratransit is by nature a shared-ride service.

Outside of the Service Area or Operating Hours

A person's request for service may be denied when honoring the request would require the Tyler Transit to travel outside of its service area or to operate outside of its operating hours. This request would not be a reasonable modification because it would constitute a fundamental alteration of the entity's service.

Personal Care Attendant (PCA)

While PCAs may travel with a passenger with a disability, Tyler Transit is not required to *provide* a personal care attendant or personal care attendant services to meet the needs of passengers with disabilities on scheduled trips.

For example, a passenger's request for a transportation entity's driver to remain with the passenger who, due to his or her disability, cannot be left alone without an attendant upon reaching his or her destination may be denied. It would be a fundamental alteration of the driver's function to provide PCA services of this kind.

Intermediate Stops

The U.S. DOT views granting a paratransit passenger's request for a driver to make an intermediate stop, where the driver would be required to wait, as optional.

For example, a passenger with a disability arranges to be picked up at a medical facility and dropped off at home. On the way, the passenger with a disability wishes to stop by a pharmacy and requests that the driver park outside of the pharmacy, wait for the passenger to return, and then continue the ride home.

While this can be a very useful service to the rider, and in some cases can save Tyler Transit's time and money (by scheduling and providing a separate trip to and from the drug store), such a stop in the context of a shared ride system is not required. Since paratransit is, by its nature, a shared ride system, requests that could disrupt schedules and inconvenience other passengers could rise to the level of a fundamental alteration.

Payment

A passenger's request for a driver to provide the transit service when the passenger with a disability cannot or refuses to pay the fare may be denied.

If Tyler Transit requires payment to ride, then to provide a free service would constitute a fundamental alteration of the entity's service.

Caring for Service Animals

A passenger's request that the driver take charge of a service animal may be denied. Caring for a service animal is the responsibility of the passenger or a PCA.

Opening Building Doors

For paratransit services, a passenger's request for the driver to open an exterior entry door to a building to provide boarding or alighting assistance to a passenger with a disability should generally be granted as long as providing this assistance would not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

Note: that a request for “door-through-door” service (*i.e.*, assisting the passenger past the door to the building) generally would not need to be granted because it could rise to the level of a fundamental alteration.

Note: Please see guidance issued on this topic. U.S. Department of Transportation, *Origin-to-Destination Service*, September 1, 2005, available at

http://www.fta.dot.gov/12325_3891.html (explaining that, “the Department does not view transit providers' obligations as extending to the provision of personal services. . . . Nor would drivers, for lengthy periods of time, have to leave their vehicles unattended or lose the ability to keep their vehicles under visual observation, or take actions that would be clearly unsafe . . .”).

Exposing Vehicle to Hazards

If the passenger requests that a vehicle follow a path to a pick up or drop off point that would expose the vehicle and its occupants to hazards, such as running off the road, getting stuck, striking overhead objects, or reversing the vehicle down a narrow alley, the request can be denied as creating a direct threat.

Hard-to-Maneuver Stops

A passenger may request that a paratransit vehicle navigate to a pick-up point to which it is difficult to maneuver a vehicle. A passenger's request to be picked up in a location that is difficult, but not impossible or impracticable, to access should generally be granted as long as picking up the passenger does not expose the vehicle to hazards that pose a direct threat (*e.g.*, it is unsafe for the vehicle and its occupants to get to the pick-up point without getting stuck or running off the road).

Specific Drivers

A passenger's request for a specific driver may be denied. Having a specific driver is not necessary to afford the passenger the service provided by the transit operator.

Luggage and Packages

A passenger's request for a driver to assist with luggage or packages may be denied in those instances where it is not the normal policy or practice of Tyler Transit to assist with luggage or packages. Such assistance is a matter for the passenger or PCA, and providing this assistance would be a fundamental alteration of the driver's function.

Request to Avoid Specific Passengers

A paratransit passenger's request not to ride with certain passengers may be denied. Tyler Transit is a shared-ride service. As a result, one passenger may need to share the vehicle with people that he or she would rather not.

Navigating an Incline, or Around Obstacles

A paratransit passenger's request for a driver to help him or her navigate an incline (*e.g.*, a driveway or sidewalk) with the passenger's wheeled device should generally be granted. Likewise, assistance in traversing a difficult sidewalk (*e.g.*, one where tree roots have made the sidewalk impassible for a wheelchair) should generally be granted, as should assistance around obstacles (*e.g.*, snowdrifts, construction areas) between the vehicle and a door to a passenger's house or destination should generally

be granted.

These modifications would be granted subject, of course, to the provision that such assistance would not cause a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

Extreme Weather Assistance

A passenger's request to be assisted from his or her door to a vehicle during extreme weather conditions should generally be granted so long as the driver leaving the vehicle to assist would not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

For example, in extreme weather (*e.g.*, very windy or stormy conditions), a person who is blind or vision-impaired or a frail elderly person may have difficulty safely moving to and from a building.

Unattended Passengers

Where a passenger's request for assistance means that the driver will need to leave passengers aboard a vehicle unattended, transportation agencies should generally grant the request as long as accommodating the request would not leave the vehicle unattended or out of visual observation for a lengthy period of time, both of which could involve direct threats to the health or safety of the unattended passengers.

It is important to keep in mind that, just as a driver is not required to act as a PCA for a passenger making a request for assistance, so a driver is not intended to act as a PCA for other passengers in the vehicle, such that he or she must remain in their physical presence at all times.

Need for Return Trip Assistance

A passenger with a disability may need assistance for a return trip when he or she did not need that assistance on the initial trip.

For example, a dialysis patient may have no problem waiting at the curb for a ride to go to the dialysis center, but may well require assistance to the door on his or her return trip because of physical weakness or fatigue. To the extent that this need is predictable, it should be handled in advance, either as part of the eligibility process or the provider's reservations process. If the need arises unexpectedly, then it would need to be handled on an ad hoc basis.

The paratransit operator should generally provide such assistance, unless doing so would create a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

Five-Minute Warning or Notification of Arrival Calls

A passenger's request for a telephone call 5 minutes (or another reasonable interval) in advance or at time of vehicle arrival generally should be granted.

As a matter of courtesy, such calls are encouraged as a good customer service model and can prevent “no shows.” Oftentimes, these calls can be generated through an automated system. In those situations, where automated systems are not available and paratransit drivers continue to rely on hand-held communication devices (*e.g.*, cellular telephones) drivers should comply with any State or Federal laws related to distracted driving.

Hand-Carrying

Except in emergency situations, a passenger's request for a driver to lift the passenger out of his or her mobility device should generally be denied because of the safety, dignity, and privacy issues implicated by hand-carrying a passenger. Hand-carrying a passenger is also a PCA-type service which is outside the scope of driver duties, and hence a fundamental alteration.

Reasonable Modification: What Is and What It Is Not?

Reasonable modification applies to Tyler Transit’s policies and practices, not the regulations themselves. Therefore, reasonable modification is not a need to exceed minimum service criteria.

Disallowed modification requests

Reasonable modifications requests may be accepted in some situations but as long as not limiting service to the public as below:

1. Fundamental alteration of service – A change so significant that it alters the nature of the service.
2. Direct threat to the health or safety of others – Clear and present danger to someone else.
3. Not needed by the requester to use the service – Without the requested modification, the individual with a disability is able to fully use the entity’s services, programs, or activities for their intended purpose.
4. Undue financial or administrative burden – Depends on facts circumstances of each individual case, burden of proof on Tyler Transit, Accommodation requested may be unreasonable based on more than one principle.

Reasonable modification approval or denial process

Tyler Transit will implement its own processes for making decisions and providing reasonable modifications (§37.169). Reasonable modification requests are not limited to use of the process below as they may be processed by Tyler Transit through the complaint process, paratransit eligibility process, general customer service, and operating personnel (when advance notice is impracticable).

Process

Tyler Transit’s reasonable modification process requirements will be readily available and accessible to the public, require advance notice; but when feasible, flexibility needed in handling requests only practicable on the spot.

Requesters must:

1. Describe what they need to use the service.
2. Do not need to use the phrase “reasonable modification”

Reasonable Modification Items to Consider

Flexibility – reasonable modification scenarios in this policy may evolve over time and initially require case-by-case assessment.

Some situations will always be on-the-spot such as non-scheduled obstructions at bus stops or eating and drinking or medication issues.

Federal Oversight

Oversight focus is on local process as Department of Transportation agencies such as the Federal Transit Administration retain the authority to review an entity's process as part of normal program oversight §37.169.

Reasonable modification requests are to be handled locally on individual requests.

Tracking

There are no federal requirements for separate tracking of reasonable modification requests as the rule assumes existing processes will be used.

Good Faith

All reasonable modification requests will be processed in good faith as Tyler Transit cannot routinely reject all requests regardless of merit.

Documenting Responses

Requests for reasonable modification shall be documented throughout Tyler Transit's processes such as in paratransit eligibility, complaint process, or other. It is the policy of Tyler Transit to provide a denial letter for request of reasonable modification if denied.

Local complaint procedure change

Existing complaint requirements in §27.13 were revised which previously said agencies must "promptly resolve" complaints. Now, agencies must also "promptly communicate" the response to the complainant, including the reasons for the response, and "document" the response, advertise the complaint process and ensure procedures are accessible mirrored in new §37.17.

SERVICE CHANGE PROCESS

Tyler Transit typically implements service changes to its bus service system annually if deemed necessary. The service change month typically take place in July, of every year, although Tyler Transit reserves the right to reschedule any service change to coincide with the change or implementation of any other Tyler Transit service and skip year(s) if service proves to have positive results.

Planning Process

Service changes for Tyler Transit services are initiated by **proposals generated by the realization of Tyler Transit goals and objectives and the identification of problems and issues** concerning Tyler Transit service.

- **Input and request for service changes** are taken from customers, citizens, and elected officials.
- Tyler Transit System Development staff conducts **research and analysis** of the input and request for service changes that are received. The research and analysis of service change requests that are conducted by Tyler Transit System Development staff takes no longer than 30 days to complete.
- Tyler Transit System Development staff will review the research and analysis conducted to **develop alternatives and create service change recommendations**.
- Reviews, research, and analysis of the Tyler Transit System Development staff is taken before all Tyler **Transit Advisory groups** for further review and approval.
- Tyler Transit staff reviews service change recommendations by **evaluating available budget and equipment resources** to determine when to implement certain service change recommendations, or if certain service changes recommendations can be implemented.

FARE AND SERVICE CHANGE PUBLIC COMMENT POLICY AND PROCEDURE

Purpose

To establish the policy and procedure for soliciting public comments regarding fare and service changes.

Policy

It is the policy of the Tyler Transit Department that an adequate process is in place to solicit and consider public comments before implementing a fare or service change on Tyler Transit services if major or outside FTA rules.

Procedure

A. Service Levels: Tyler Transit bases service on the approved annual operating budget as adopted by City of Tyler Council.

B. Fare Changes: All changes to Tyler Transit fares require approval through Tyler City Council.

C. Minor Service Changes: Minor service changes include service increases and schedule or service adjustments that do not meet the major service reduction threshold per FTA rules. A public meeting and public comment period are not required for minor service changes. Tyler Transit may hold public meetings to solicit feedback or a public information open house to inform Tyler Transit users of the proposed changes.

D. Major Service Reductions: Major Service Reductions require a public meeting and public comment period. A major service reduction is defined as follows:

- a) The elimination of a service zone,
- b) A decrease in at least 25 percent of an existing service zone, measured in square miles,
- c) The reduction in the span of service or frequency of service on any service zone by at least 25 percent, measured revenue hours, or,
- d) The reduction in regular days of service on any service zone.

The following activities are not considered a major service reduction:

- a) Service for special events,
- b) Added or reduced bus stops
- c) Routing changes to address construction or road closures, and
- d) Added or reduced service operated during emergencies

E. Program of Projects: The Program of Projects (POP) is the list of projects that Tyler Transit is proposing to undertake with Federal Transit Administration (FTA) formula funds. As required by the FTA, Tyler Transit must provide an opportunity for citizens to review and comment on the proposed POP. City of Tyler's Transportation Improvement Program (TIP) process is used to satisfy the public participation and public hearing process of the POP as required by 49 U.S.C. 5307.

RESPONSIBILITIES

A. Tyler Transit:

For public meetings or public information open houses conducted by Tyler Transit, the Transit Manager, or their designee, shall:

1. Assure that meetings and open houses are fair and open,
2. Assure that the meeting place is accessible to the elderly and persons with disabilities,
3. Address significant comments that oppose the Tyler Transit proposed changes,
4. In most cases, Tyler Transit responds in writing, when applicable, to public input. When comments are received as a result of a public comment period, a report on the disposition of comments is made to Disability Issue Review Board (DIRB) and Tyler Transit Management. The report can also be made available to the public upon request through the Open Records Act.
5. Provide adequate notice to City of Tyler residents. All Transit Department public meetings shall be advertised at least 72 hours before the public meeting. Meetings may be further advertised via on-bus notification, public service announcements, through www.cityoftyler.org, and media outlets to include newspapers, and
6. Public meeting advertisements will offer the opportunity for assistance with listening devices or interpreters with 48 hours' advance notice.

B. Tyler Transit:

Public participation activities for Tyler Transit shall:

1. State that the public participation activities and established timelines for public review and comments on the TIP will satisfy the POP requirements, and
2. The POP as presented during the TIP public participation process will serve as the final POP unless amended.

C. Tyler City Council:

The Tyler City Council must provide Tyler Transit with an annual operating budget according to procedures described in City of Tyler Code of Ordinances.

Public hearings conducted by Tyler City Council according to City of Tyler Code of Ordinances:

1. All meetings of Tyler City Council will be public,
2. Tyler City Council by ordinance shall adopt procedures for maximum reasonable public notice of all meetings,
3. At each such meeting the public shall have reasonable opportunity to be heard, and
4. No official action may be taken in executive sessions.