



**Anaheim Resort Transportation Service of  
Anaheim Transportation Network**

*ADA Complementary  
Paratransit Plan*



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## BACKGROUND & INTRODUCTION

The Americans with Disabilities Act (ADA) of 1990 requires that public entities which operate fixed route transportation services also provide complementary paratransit services for individuals whose disabilities make them unable to use the fixed route system. In addition, the regulations require that those public entities subject to the complementary paratransit requirements develop and administer a process for determining if individuals who request service meet the regulatory requirements for eligibility. Finally, those entities are required to prepare and adopt an ADA Complementary Paratransit Plan to document its compliance with these and other paratransit regulatory provisions.

This plan is prepared for the Anaheim Transportation Network (ATN), which provides fixed route public transportation services within the greater Anaheim Resort® area. ATN receive federal transportation funding (Federal Transit Administration Section 5307) to support its transit operations. All fixed route services are operated by the ATN, a private non-profit transportation service provider.

The requirements of the ADA state that paratransit service must be “comparable” to the fixed route service levels and availability. As defined further in regulatory guidance issued by the Department of Transportation, six service criteria are used to evaluate paratransit service’s compatibility to the fixed route. These criteria only represent the minimum service standards and therefore these thresholds can be exceeded if the local governing body chooses to do so. The criteria require that ADA paratransit service is comparable to fixed route services in terms of:

- **SERVICE AREA:** Paratransit must be available within the same area served by the fixed route, specifically; service shall be made available to all origins and destinations within  $\frac{3}{4}$  of a mile on each side of each fixed route. This includes an area within  $\frac{3}{4}$  mile radius at the end of each fixed route as well.
- **HOURS AND DAYS OF SERVICE:** ADA paratransit services must be available the same hours and days of service that the fixed route as well.
- **RESPONSE TIME:** Trips must be made available to any ADA paratransit eligible person at any requested time on any particular day in response to a request for service made the previous day. The service operator may negotiate to provide the trip within an “hour window.” Reservations must be taken during regular business hours the day before the trip is requested.
- **FARES:** The public transit may not establish paratransit fares that are more than twice the fare would be charged to an individual paying full fare for a trip of similar length at a similar time of day on the fixed route system.
- **TRIP RESTRICTIONS:** The operator may not impose trip restrictions to prioritize trips based on trip purpose.
- **CAPACITY CONSTRAINTS:** The operator may not impose capacity constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service ADA paratransit eligible individuals.

This ADA, paratransit plan is to be provided to all individuals who are unable, because of their disability, to use



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the fixed route system. The criteria for determining eligibility are also regulated by the ADA, and ATN is required to have a documented process in place to determine if an individual qualifies for service.

Any agency providing public fixed route service is required to submit a plan showing attainment of full compliance with the ADA no later than January 26, 1996. Since Anaheim Transportation Network did not initiate fixed route service until May 2002, no plan was submitted at that time. Nonetheless, plan is still required to show compliance with ADA and outline all aspects of paratransit service to ensure full compliance with the regulations.

In an effort to ensure full compliance with the ADA requirements, the ATN entered into a contractual relationship with Orange County Transportation Authority (OCTA) to provide all Paratransit services in the ATN service territory on the ATN's behalf.

The following sections systematically review all of ATN's service, in concert, with OCTA rules and guidelines, as they related to the provision of and compliance with all parts of the ADA statues. If service is determined to not comply with the regulations contained in the ADA then proper procedures and compliance actions will be outlines with specific benchmarks for achievement.

- SECTION 1:** This section provides an introduction and background to the plan, and presents some demographic information of interest to the plan
- SECTION 2:** This section outlines existing services
- SECTION 3:** This section evaluates the current demand response service
- SECTION 4:** This section outlines the existing paratransit eligibility determination process
- SECTION 5:** This section describes the current public review process for input into senior and disabled transportation services. There is also discussion on the steps necessary to inform current and potential users of any proposed service changes and adjustments



**SECTION 1 ANAHEIM TRANSPORTATION NETWORK DEMOGRAPHIC PROFILE**

As of the 2013 United States Census update, the city population was 345,012, making it the most populated city in Orange County, the 10<sup>th</sup> most-populated city in California, and ranked 54<sup>th</sup> in the United States. The city anticipates that the population may surpass 400,000 by 2018 due to the rapid development in its Platinum Triangle area as well as in Anaheim Hills areas.

The ATN is a private non-profit transportation management association governed by a Board of Directors comprised of 13 individuals who represent business interests of its constituency including The Walt Disney Company, the City of Anaheim, and the Anaheim/Orange County Visitor & Convention Bureau. The ATN was formed 16 years ago for the sole purpose of providing a uniform, comprehensive transportation system. ATN administers Anaheim Resort Transportation (ART) service. The ATN began to provide ART service for community in May 2002. The ART service meets all ADA standards, as well as the applicable air quality and traffic circulation requirements. In April 2004, the City of Anaheim awarded the ATN a franchise for the operation of the ART system. This franchise was renewed in 2011 and shall remain in effect through 2018.

The purpose of this report is to document the ATN for compliance with Title VI ADA Complementary Paratransit Plan. To ensure full compliance with the provision of Complementary Paratransit Plan, the ATN contracts for the provision of ADA paratransit services with the Orange County Transportation Authority (OCTA). Through this inter-agency agreement, the ATN is fully committed to the provision of transportation options for individuals who are unable to use the regular, fixed-route bus service due to functional limitations caused by a disability (Figure 1).

**Figure 1 – ATN Service Area Demographic Information**

City/County/State 2010 Census	City of Anaheim	% of Total County Population	Orange County	% of Total State Population	State of California
Total Population	345,012	11.2%	3,114,363	8.1%	38,332,521
Older Adults (65 & older)	31,178	8.9%	348,490	8.2%	4,204,623
Persons with Disabilities	25,403	11.1%	228,707	6.2%	3,693,528
Persons in Poverty	39,552	12.7%	440,239	11.5%	4,293,242

**SECTION 2 ANAHEIM TRANSPORTATION NETWORK EXISTING SERVICES**

**FIXED ROUTE SERVICE**

The Anaheim Resort Transportation (ART) is a service of the Anaheim Transportation Network (ATN). ART is a public transportation system for the residents, employees and visitors of the City of Anaheim and the greater Anaheim Resort area, including the cities of Garden Grove, Buena Park, Santa Ana and Orange. ART’s frequent service and twenty (20) interchangeable routes allows for easy access and convenient connection. ART system offers passengers convenient transportation service between 65 lodging establishments, resort areas, local destinations and attractions, convention facilities and train stations.



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Figure 2 -- FIXED ROUTE SERVICES



**OPERATING SCHEDULE AND SERVICE HOURS**

The ATN Service Standards for vehicle headway is 20 minutes, except for longer distance routes. The average peak headway of all ATN routes is 20 minutes. Sixteen (16) out of twenty (20) routes operate on 20-minute headways. The remaining five routes operate on a printed schedule and operate hourly or more frequently. In addition, ATN operates commuter service to the Anaheim Canyon Metrolink station. This service operates on printed schedule to accommodate the arrival and departure of Metrolink trains in the a.m. and p.m. Figure 3 describes service hours and frequency for ART service.

**FIGURE 3 -- BUS SERVICE HOURS AND FREQUENCIES**

Service Days / Hours	Service Frequency Routes 1-15 & 20	Service Frequency Routes 16, 17, 18, 19
Weekdays – 7:00 am – 11:30 pm	Every 20 minutes	Every 60 minutes
Weekends – 6:00 am – 12:30 am	Every 20 minutes	Every 60 minutes



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**FARE STRUCTURE**

Figure 4 shows the fare structure for Anaheim Transportation Network. All day unlimited use fare is \$5.00 for adults and \$2.00 for youth (aged 3-10). Discount daily passes are available for all groups.

**Figure 4 -- Fare Structure**

<b>Mode of Transportation Bus</b>	<b>Base Fare</b>	<b>Reduced Fare</b>
One-way Cash Fare	\$3.00	1.00
1-Day Adult Pass	\$5.00	\$2.00
3-Day Adult Pass	\$12.00	\$5.00
5-Day Adult Pass	\$20.00	\$8.00
15-day Adult Pass	\$27.00	\$10.00
30-day Adult Pass	\$55.00	\$27.00

**ANAHEIM RESORT TRANSPORTATION FLEET**

The ATN operates services from its main facility in the City of Anaheim.

Based on the franchise agreement between the ATN and the City of Anaheim, the ATN is required to maintain bus fleet up to its useful life as identified by the federal regulations. Useful life is defined as 7 years for medium-duty vehicles and 12-years for heavy-duty buses.

**Figure 5 -- ART Fleet**

<b>Base Location</b>	<b># of Buses at Base</b>	<b>Avg. # of Bus Daily Pull-Out</b>	<b>of Bus Daily Pull- Out Percentage</b>
Anaheim	73	60	82%

**ATN ACCESS SERVICE PROVISION**

ATN contracts with OCTA, a regional transit services provider for ACCESS services. ACCESS is OCTA’s shared-ride service for individuals who are unable to use the regular, fixed-route bus service because of functional limitations caused by a disability. These passengers must be certified by OCTA, on behalf of the ATN, to use the ACCESS system by meeting the Americans with Disabilities Act (ADA) eligibility criteria.

A person is eligible for ADA service if they are unable to board or exit a fixed-route bus, get to or from a bus stop due to physical and/or environmental barriers, or does not understand how to ride the bus. Eligibility is based on a person's functional abilities and limitations due to a disability, not a specific diagnosis or disability. ATN, through OCTA, has a formal certification process that follows ADA guidelines.



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To request an application, individuals should contact OCTA ACCESS Eligibility Office at (714) 560-5956 or download the application from OCTA website.

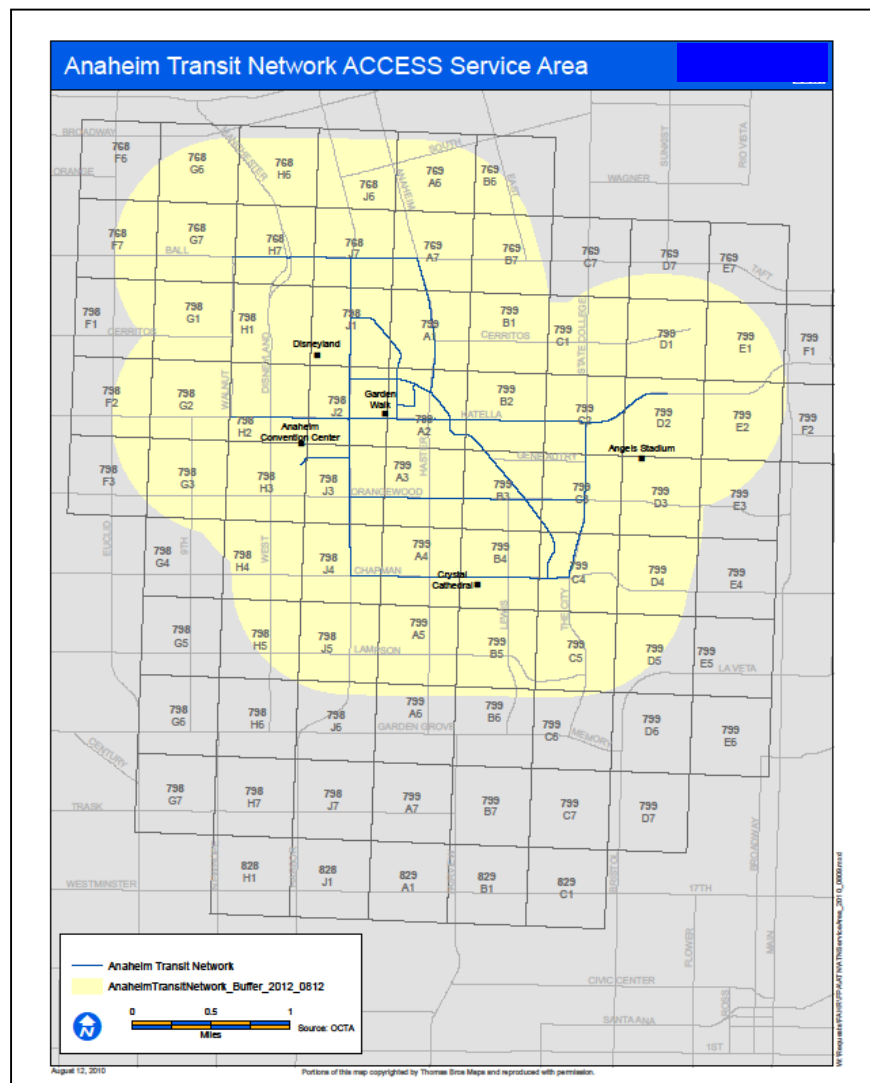
SECTION 3 COMPARISON OF COMPLEMENTARY ADA AND PARATRANSIT SERVICE TO ADA GUIDELINES

This section describes service characteristics of Anaheim Transportation Network’s (ATN) complementary ADA paratransit system, and compares them to the federal requirements. ATN contracts with OCTA, a regional transit services provider for ACCESS services, ATN subscribes to OCTA’s eligibility standards, thus, allowing all individuals using transit services on Orange County, to move freely among services and only go through the certification and eligibility determination process once. These passengers must be certified by OCTA, on behalf of the ATN, to use the ACCESS system by meeting the Americans with Disabilities Act (ADA) eligibility criteria.

SERVICE AREA

Service is available within 3/4 mile of the fixed route. Figures 6 illustrates the ADA service corridors within the context of the overall fixed route system.

FIGURE 6 – ATN ACCESS SERVICE AREA SERVICE HOURS







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Service is available between 7:00 AM and 12:30 AM Monday through Sunday. These hours are consistent with those provided on the fixed route service.

#### **POLICIES AND FARES**

Same-day taxi service is available for customers with current ACCESS eligibility. These trips are scheduled the same day a customer wishes to travel at the time they wish to travel. The fare is \$2.70 upon boarding the taxi — the same fare as a regular ACCESS trip. At the end of the trip, any amount left on the taxi meter over \$10.00 shall be paid by the customer.

A personal care attendant may accompany the paratransit rider at no cost. A Personal Care Attendant (PCA) is an individual who travels with an ADA eligible rider to provide assistance. This may either be an employee of the eligible rider, a relative, a friend, or a care provider. ADA regulations specify that paratransit service must be provided to PCAs at no cost when traveling with an eligible rider. One companion is permitted to accompany any ACCESS eligible rider in addition to a PCA. Children under the age of 7 years who are ADA eligible must be accompanied by a responsible adult. That adult will be considered a PCA and will be allowed to ride at no charge.

Trips may be taken on ACCESS for any trip purpose.

#### **CAPACITY CONSTRAINTS**

For ADA eligible persons, there are no capacity constraints, meaning there is no limitation on the number of trips per day or trips per person that can be made. There are not untimely pickups and travel times are comparable to fixed route trips. For ADA eligible persons, there are not trip denials, turndowns, or waiting lists. All trip requests are honored.

Current service policies, however, do not distinguish between services provided for the ATN and OCTA ACCESS Program.

#### **RESPONSE TIME**

Currently, service policies allow trip requests may be made the day before the service is needed by contacting OCTA between the times of 8:00 AM and 5:00 PM. For service on Monday, customers may call any time on Sunday and leave a recorded message. Trips may be requested up to 14 days in advance. Service policies will need to be revised to indicate that customers may place a request for a trip between 8:00 AM and 5:00 PM.

Trip requests will be honored within an hour of the desired scheduled time. The actual pick-up time may vary by one hour on each side of the time the trip is requested.



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#### SECTION 4 ADA ELIGIBILITY PROCESS

ACCESS service was created in response to the requirements of the Americans with Disabilities Act (ADA). ATN, through a contract with OCTA, offers this service for individuals who are physically and/or mentally disabled and cannot use the regular, fixed-route bus system. Eligibility is determined by 3 factors:

1. Individual's ability to get to/from the bus stop
2. Individual's ability to board/exit the bus
3. Individual's cognitive ability to navigate the regular bus system

Operational issues are not considered in the eligibility process. These are issues that affect any individual, whether or not they suffer from a disability. The individual's disability(ies) and how it affects their functional ability to use regular bus service are the only criteria used in determining eligibility. Operational issues that are not used to determine eligibility, include:

- Age
- Distance to a bus stop
- Lack of bus service to an area
- Overcrowded buses
- Weather conditions
- Trip distance and comparable travel time on fixed-route

A personal care attendant may accompany the eligible rider, and is not required to pay a fare. One companion, and more if space is available, may also accompany the eligible rider and companions are required to pay the same fare as the eligible customer.

Eligibility is based on the individual's abilities and any limitations resulting from disability. It is not based on a specific diagnosis. There are four (4) different categories of eligibility:

**UNRESTRICTED:** individual is not able to use accessible fixed-route bus service under any circumstances and is eligible for all trips on ACCESS

**CONDITIONAL:** individual is not able to use fixed-route service in specific circumstances and is eligible to use ACCESS under limited circumstances identified by the certification analyst

**TRIP-BY-TRIP:** individual is not able to use accessible fixed-route bus service for certain trips due to architectural and/or environmental barriers. Individual is eligible to use ACCESS for those trips identified by the certification analyst

**TEMPORARY:** individual is not able to use accessible fixed-route service at this time, but the condition or circumstance(s) leading to eligibility is reasonably expected to change within a specifically determined time frame of less than three years.



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### THE CERTIFICATION PROCESS

The certification process starts with a completed application, followed by an in-person functional assessment. Individuals are notified by mail regarding eligibility. Once eligibility is established and approved, a unique ACCESS identification number will be issued and provided with the notification letter, along with a Rider's Guide describing ACCESS services and how to use them. ACCESS eligibility may be valid for up to 5 years.

### HOW TO APPLY FOR ACCESS SERVICE

Download and print the ACCESS Application Form and contact OCTA ACCESS eligibility contractor to schedule an in-person assessment.

## SECTION 5 PUBLIC PARTICIPATION PROCESS

ADA requirements specify this plan should be developed in consultation with members of the disability community. In Orange County, there is a high representation from the disabled community including individuals and agencies in the local area that provide services for the disabled.

### COMPLAINT RESOLUTION AND CUSTOMER SERVICE PROCEDURES

It is the policy of the ATN to employ its best efforts to ensure that all programs, service, activities and benefits are implemented without discrimination.


However, in those cases where the complainant must be filed due to service provision issues or any other customer service matter, the ATN follows complaint investigation and format procedures which are in keeping with Title VI requirements.

Complainants may submit a written complain to the ATN directly to the individual identified below:

Lita Aguilar  
Director of Operations  
Anaheim Transportation Network  
1354 South Anaheim Blvd.  
Anaheim, CA 92805  
e-mail: [titlevi-inquiries@atnetwork.org](mailto:titlevi-inquiries@atnetwork.org)  
1-888-364-ARTS (2787)

## APPENDICES

### Appendix A: Application for Access Service

	<b>OCTA ADA PARATRANSIT APPLICATION</b>
After completing this application, call OCTA ACCESS Eligibility Contractor to schedule your in-person assessment at (714) 560-5956 ext. 2, TDD (714) 560-5474.	
<b>1. PERSONAL INFORMATION – please print clearly</b>	
Last Name: _____ First: _____ Middle Initial: _____	
<input type="checkbox"/> Female <input type="checkbox"/> Male Date of Birth <input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>	
*Social Security <input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/> (Last 4 digits only)	
<small>*The Federal Act of 1974 requires that disclosure of your social security number is voluntary. If given, it will be used for identification purposes only.</small>	
<b>Home Address</b>	
Street _____ City _____ State _____ Zip _____	
Day Phone (____) _____-_____ TDD <input type="checkbox"/> Yes <input type="checkbox"/> No	
Evening Phone (____) _____-_____	
<b>Mailing Address (if different from above)</b>	
Street _____ City _____ State _____ Zip _____	
<b>Emergency Contact</b>	
Name: _____	
Day Phone (____) _____-_____ Evening Phone (____) _____-_____	
Do you require information in an alternate format? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please indicate: <input type="checkbox"/> Braille <input type="checkbox"/> Large Print <input type="checkbox"/> Other _____	
Your primary language: <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other _____	
<b>2. MOBILITY INFORMATION – please print clearly</b>	
What is your disability? _____	
Which of the following mobility aids or equipment do you use?	
<input type="checkbox"/> Power wheelchair <input type="checkbox"/> Manual wheelchair <input type="checkbox"/> Scooter	
<input type="checkbox"/> Crutches <input type="checkbox"/> Cane <input type="checkbox"/> Walker	
<input type="checkbox"/> Oxygen Tank <input type="checkbox"/> Service Animal <input type="checkbox"/> Other _____	
Signature _____ Date _____	
<b>VERY IMPORTANT! – DO NOT MAIL</b>	
<b>You must bring a valid photo identification and this completed ADA paratransit service application to your in-person assessment appointment.</b>	
<small>Flw 2/7/07</small>	

## Appendix B: Access Rider's Guide

Appendix C: US Census Bureau American FactFinder