



## Anaheim Resort Transportation service of Anaheim Transportation Network

### *Service and Fare Change Policy*



**MAY 2015**



**I. INTRODUCTION**

Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing generally applicable rules, regulations, or requirements.

**II. PURPOSE**

The purpose of the Service and Fare Change Policy is to establish processes as to how the Anaheim Transportation Network (ATN) evaluates major and fare changes for the Anaheim Resort Transportation (ART) service and to determine whether the proposed changes will have a discriminatory impact based on race, color, or national origin and whether the changes will have a disproportionately high and adverse impact on minority and/or low-income populations.

**III. DEFINITIONS**

**1. DISPARATE IMPACT**

A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the minorities or low-income segments of the service area.

**2. DISPARATE TREATMENT**

An action that results in a circumstance in which minority persons are treated differently than others because of race, color, national original and/or low income status.

**3. LOW-INCOME PERSONS & AREAS**

Low-income persons have an income of 80 percent or less of the national per capita income. “Low-income areas” are residential land use areas within census tracts where the average per capita income is 80 percent or less of the national per capita income.

**4. LOW-INCOME TRANSIT ROUTE**

A route where at least twenty percent (20%) of the land within ½ mile of the route alignment is a “Low Income Area”.



**5. MINORITY PERSONS & AREA**

Minority persons include American Indian and Alaska Native, Asian, Black or African American, Latino, and Native Hawaiian and Other Pacific Islander as defined in the FTA Title VI Circular. “Minority Areas” are residential land use areas within census tracts where the percentage of minority persons is higher than the City of Anaheim average.

**6. MINORITY TRANSIT ROUTE**

A route where at least twenty five percent (25%) of the land within ½ mile of the route alignment is a “Minority Area.”

**7. SEASONAL SERVICE AND SPECIAL EVENTS**

Changes to ART service levels, which occur due to the season ridership changes and special event activities served by dedicated temporary bus service on ART routes. Due to the nature of ART service, these changes could be system-wide.

**8. TEMPORARY DETOURS & CLOSURES**

A short-term change to a route caused by road construction, maintenance, road closures, emergency conditions, fiscal crisis, civil (labor) unrest, special events, and any other uncontrollable circumstances. The route will be returned to the prior state after the circumstance has been resolved.

**IV. POLICY**

**1. MAJOR SERVICE CHANGE**

A major change is defined as a numerical standard, as expressed by distribution of routes as measured against the existing level of service. The following is considered a Major Service Change:

**a. ROUTE ALIGNMENT REDUCTION OR ELIMINATION**

- Reducing an existing route by more than fifty percent of directional route miles; or
- Reducing an existing route by more than fifty percent of bus stops.

**b. ROUTE ALIGNMENT EXTENSION OR NEW ROUTE**

- Adding a new route or a route segment that increase directional route miles of an existing route by more than fifty percent and
- When more than fifty percent of the new service bus stops are along currently unserved street segments.



**c. ROUTE SERVICE HOUR CHANGE**

- Increase or decrease of the following levels of service on a route within 12-months:
  - Weekday service increase or decrease of twenty five percent (25%) of more annualized Vehicle Revenue Hours; or
  - Weekend service increase or decrease of twenty five percent (25%) of more annualized Vehicle Revenue Hours; or

**d. SYSTEM-WIDE SERVICE HOUR CHANGE**

- Increase or decrease of twenty-five percent of annualized Vehicles Revenue Hours for all routes within 12-months.

**2. FARE CHANGE**

All fare increases or reductions are considered a Fare Change unless otherwise noted in Section 3.e, below.

**3. DISPARATE IMPACT THRESHOLD**

When conducting a fare or service equity analysis, the following thresholds will be used to determine when a change would have a disparate impact:

- a. Route Alignment Reduction or Elimination
  - i. If the resulting alignment of a route alignment reduction serves a lower percentage of minority and/or low-income population than the existing route alignment service coverage; or
  - ii. If an identified low-income and/or minority route is eliminated
- b. Route Alignment Extension or New Route
  - i. If a new route alignments after the proposed alignment extension serves a lower percentage of minority and/or low-income population than the existing route alignment service coverage; or
  - ii. If a new route serves a lower percentage of minority and/or low-income population than the average minority and/or low-income population for the entire service area
- c. Route-Level Service Hour Change
  - i. If a proposed route-level headway for a minority and/or low-income route is longer than the average headway for non-minority and/or non-low-income routes for the same service type and time period; or
  - ii. If a proposed route-level headway for a non-minority and/or non-low-income route is shorter than the average headway for minority and/or low-income routes for the same service type and time period; or



- d. System-wide Service Hour Change
  - i. If the proposed average system-wide headways for minority and/or low-income routes is longer than the average system-wide headways for non-minority and/or non-low-income routes for the same service type and time period; or
  - ii. If the proposed average system-wide headways for non-minority and/or non-low-income routes is shorter than the average system-wide headways for minority and/or low-income routes for the same service type and time period.

**e. FARE CHANGE**

All fare increases and decreases are subject to equity analysis.

**f. PUBLIC INVOLVEMENT**

The public engagement in the development of the proposed Service and Fare Changes is documented in the ATN's Public Participation Plan.

ATN's Public Participation Plan also documents outreach activities required prior to a major service or fare change.

**V. EXCEPTIONS**

1. The following are exceptions to the Major Service Change Policy and do not require an equity analysis:
  - Seasonal Service Changes
  - Temporary Detours & Closures
  - Adjustment to ART Lines during their first three (3) years of service including elimination of service
  - Splitting or combining routes where the changes would not otherwise constitute a major service change
  - Special Event Service operating for a limited period of time
  - Routes designed to act as extensions of rail service, linked to specific rail schedules established by a rail operator
  - Service changes implemented in response to an emergency situation



- 
2. The following are exceptions to the Fare Change Policy and do not require an equity analysis:
- Free-fare or reduced fare promotions of less than 90 days in duration
  - Seasonal passes and fares
  - Group passes and fares



ATTACHMENT – EXAMPLES OF PUBLIC SOLICITATION PRIOR TO IMPLEMENTATION



---

## The Anaheim Transportation Network Wants Your Input



Proposed New Bus Route to Include Stops from the Anaheim Resort to Anaheim Plaza, Dad Miller Golf Course and Buena Park attractions

Please join us to discuss the details of this proposed service expansion:

**February 21, 2012**

**5:00 to 7:00 pm**

**Brookhurst Community Center**

The Anaheim Transportation Network encourages the public to attend an open house and public hearing for the proposed expansion of the Anaheim Resort Transit service to improve travel options and connectivity between major Orange County destinations and service for the employees of the Anaheim Resort and Buena Park business establishments. The open house will be held at Brookhurst Community Center - 2271 West Crescent Street, between Brookhurst and Gilbert streets from 5:00 pm until 7:00 pm on February 21, 2012. Notice of the Public Hearing Notice information is enclosed.

The purpose of the open house and hearing is to inform the public about the project, and encourage the public to comment and participate. Maps, drawings, and other pertinent information, will be available for public inspection. During the open house the public will be able to discuss the project in an informal matter with the Anaheim Transportation Network's officials. Comments will become part of the official public hearing record. The comments will be considered when making future project related decisions.





---

**The Anaheim Transportation Network Wants Your Input**



Proposed New Bus Route to Include Stops from the Anaheim Resort to Anaheim Plaza, Dad Miller Golf Course and Buena Park attractions

Please join us to discuss the details of this proposed service expansion:

**February 15, 2012**

**5:30 to 7:30 pm**

**Buena Park Visitors & Convention Bureau**

The Anaheim Transportation Network encourages the public to attend an open house and public hearing for the proposed expansion of the Anaheim Resort Transit service to improve travel options and connectivity between major Orange County destinations and service for the employees of the Anaheim Resort and Santa Ana business establishments at the Discovery Science Center's Sun Room -- 2500 North Main Street

Santa Ana, from 5:30 pm until 7:30 pm on February 15, 2012. Notice of the Public Hearing time and location is enclosed.

The purpose of the open house and hearing is to inform the public about the project, and encourage the public to comment and participate. Maps, drawings, and other pertinent information, will be available for public inspection. During the open house the public will be able to discuss the project in an informal matter with the Anaheim Transportation Network's officials. Comments will be become part of the official public hearing record. The comments will be considered when making future project related decisions.



---

## Anaheim Resort Transportation Wants Your Input



Proposed New Bus Route to Include Service from the Anaheim Canyon Metrolink Station to Anaheim City Hall, The Anaheim Resort™ and Anaheim Convention Center

Please join us to discuss the details of this proposed service expansion:

**November 14, 2012**

**6:00 to 7:00 pm**

**Gordon Hoyt Conference Center, Anaheim City Hall - West Tower**

**201 South Anaheim Blvd, Anaheim**

Anaheim Resort Transportation encourages the public to attend an open house and public hearing for the proposed expansion of Anaheim Resort Transportation service to improve travel options and connectivity between the Anaheim Canyon Metrolink Station and The Anaheim Resort™ and service for the employees of local business establishments.

The purpose of the open house and hearing is to inform the public about the project, and encourage the public to comment and participate. Maps, drawings, and other pertinent information, will be available for public inspection. During the open house the public will be able to discuss the project in an informal matter with the Anaheim Resort Transportation's officials. Comments will be become part of the official public hearing record. The comments will be considered when making future project related decisions.



## Anaheim Transportation Network

### Community Meeting

#### Proposed Fare Increase

The Anaheim Transportation Network (ATN) encourages the public to attend a community meeting to discuss a proposed fare increase for Anaheim Resort Transportation (ART) Adult and Child Passes. The new fare prices under consideration are as follows:

	<u>Adult</u>	<u>Child</u>
1-day ticket	\$ 5.00	\$2.00
3-day ticket	\$12.00	\$3.00
5-day ticket	\$20.00	\$5.00

The meeting date, time and location are noted below:

**Tuesday, June 12, 2012**

**5:00 p.m. – 7:00 p.m.**

ATN Offices

1280 S. Anaheim Boulevard

Anaheim, CA 92805

The purpose of the community meeting is to inform the public about the proposal, and encourage the public to comment and participate. During the community meeting the public will be able to discuss the proposal in an informal setting with the Anaheim Transportation Network’s officials. Comments will become part of the official public hearing record and will be considered when making decisions related to the proposal.

For more information, contact Diana Kotler, Executive Director, of the ATN at (714) 563-5287 or at [dkotler@atnetwork.org](mailto:dkotler@atnetwork.org).

MAY 2015