



Anaheim Resort Transportation Service of  
Anaheim Transportation Network

*Title VI Plan*



*Approved: July 25, 2012  
May 26, 2015  
June 6, 2018*



## 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.

### PURPOSE OF THE TITLE VI REPORT

The purpose of this report is to document the practices and operations of the Anaheim Transportation Network (ATN) for compliance with Title VI. Its intent is to document the steps to be taken to ensure that, for all programs and activities supported by federal financial assistance, that the ATN provides services without excluding or discriminating on the grounds of race, color or nationality, or creating additional barriers to the use of the ATN transit system.

Consistent with its commitment to meet FTA regulatory requirements, ATN updates and submits this report on a triennial basis to Orange County Transportation Authority (OCTA) in compliance with FTA regulations. This report was prepared for submittal to OCTA on June 7, 2018, as the designated recipient of federal funds on behalf of the ATN.

This report was prepared in accordance with FTA Circular 4702.1B issued October 1, 2012, and contains five (5) main sections. Below are summaries of each Section and the Title VI reporting requirements relating to each section.

**SECTION 1: GENERAL REPORTING** addresses the general reporting requirements that apply to all recipients of federal funds. These requirements include procedures for filing civil rights complaints; a list of Title VI investigations, complaints, and lawsuits; plans for providing meaningful access to persons with limited English proficiency; notification regarding protection under Title VI; distribution of information and outreach to ensure meaningful access to programs and services by involving customers and the general public in the decision-making process.

**SECTION 2: DEMOGRAPHICS & SERVICE PROFILE MAPS** presents several maps that illustrate those spatial relationships of minority areas in the context of the programs and services that ATN provides.

**SECTION 3: SYSTEM WIDE SERVICE STANDARDS & POLICIES** describes the service policies and standards under which ATN operates to ensure high-quality and safe levels of service to the public.

**SECTION 4: SERVICE CHANGES** discusses the service change process and describes major service changes.

**SECTION 5: SERVICE MONITORING** evaluates the extent to which ATN has met its service standards and the levels of service provided to the various communities served by ATN.



Below are lists of Exhibits and Attachments referenced in this document.

**LIST OF EXHIBITS:**

- Exhibit 1: Anaheim Transportation Network Routes and Stops with Minority and Non-Minority Areas
- Exhibit 2: Anaheim Transportation Network Transit-Related Facilities
- Exhibit 3: Anaheim Transportation Network Major Activity Centers
- Exhibit 4: Anaheim Transportation Network Low-Income Populations
- Exhibit 5: ATN Park & Ride Facilities
- Exhibit 6: Fixed Route Service Change Process
- Exhibit 7: List of Service & Fare Changes since 2010
- Exhibit 8: Ridership Demographic Survey Results

**LIST OF ATTACHMENTS**

- Attachment A: FTA Certification and Assurance
- Attachment B: Public Participation Plan
- Attachment C: Sample of Multilingual Collateral Material
- Attachment D: Limited English Proficiency Plan
- Attachment E: Language Interpreters
- Attachment F: Notification of Protection / Title VI Brochure and Complaint Form
- Attachment G: Route Characteristics
- Attachment H: Service and Fare Change Policy
- Attachment I: Title VI Assessment for the Fare Increase effective October 1, 2017
- Attachment J: Title VI Assessment for the ATN System Expansion Route 23
- Attachment K: Title VI Assessment for the ATN System Expansion MicroTransit



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## **SECTION 1 - GENERAL REPORTING**

The following section addresses the general reporting requirements that apply to all recipients of federal funds regardless of the size of its urban area population. These general reporting requirements include procedures for filing civil rights complaints; a list of Title VI investigations, complaints, and lawsuits; plans for providing meaningful access to persons with limited English proficiency; notifications regarding protection under Title VI; distribution of information and outreach to ensure meaningful access to programs and services.

### **PROCEDURES FOR FILING CIVIL RIGHTS COMPLAINTS**

It is the policy of the ATN to employ its best efforts to ensure that all programs, services, activities, and benefits are implemented without discrimination. This section provides information on the ATN procedures for filing complaints alleging discrimination on the basis of race, color, or national origin.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin or other protected-class interests may file a written complaint with ATN, the FTA, or the Secretary of Transportation. Further, ATN prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure the rights protected by Title VI.

A complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary of Transportation. ATN encourages complaints to be initially filed with ATN for resolution. However, in those cases where the complainant is dissatisfied with the resolution by the ATN, the same complaint may be submitted to the FTA or the Secretary of Transportation for investigation. Unless otherwise permitted, the final determination of all Title VI complaints affecting programs and services administered by the FTA will be made by the Office of the Secretary, DOT. ATN follows complaint investigation and format procedures which are in keeping with Title VI requirements.

Complainants may submit written complaints to the ATN directly or to the FTA offices identified below:

Lita Aguilar  
Director of Operations  
Anaheim Transportation Network  
2626 E. Katella Avenue  
Anaheim, CA 92806

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

Civic Rights Officer  
Federal Transit Administration Region IX  
201 Mission Street, Suite 1650  
San Francisco, CA 94105-1839

In cases where the complainant is unable or incapable of providing a written statement, but wishes the ATN or the FTA to investigate alleged discrimination, a verbal complaint of discrimination may be made. The complainant will be interviewed by an appropriate official authorized to receive complaints. If necessary, the official will assist the complainant in converting verbal complaints to writing. Translation



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services will be provided to all complainants, as necessary. All complaints must, however, be signed by the complainants or his/her representative.

#### **RACIAL COMPOSITION OF MEMBERSHIP OF NON-ELECTED BOARDS**

ATN does not have non-elected advisory boards.

#### **LIST OF LAWSUITS & COMPLAINTS**

The ATN does not have, nor never have had, a lawsuit and/or a complaint filed under Title VI.

#### **CIVIL RIGHTS COMPLIANCE REVIEW ACTIVITIES**

As required by 49 U.S.C.5307(l), the FTA conducts a triennial compliance review, including Title VI. As designated recipient of federal funds, OCTA shall conduct a triennial compliance review, including Title VI of the ATN. The review of the ATN's programs, services and activities covered in the 2015 plan, represents the initial review of the ATN services. No prior reviews by the OCTA and/or FTA have been conducted.

#### **TITLE VI CERTIFICATIONS & ASSURANCES**

Since 1972, the FTA has required applicants for federal funds to certify compliance with the requirements of Title VI as a mandatory part of the funding approval process. At the start of each fiscal year, ATN shall execute and submit FTA Certifications and Assurances within 90 days of the date a notice of availability is published by FTA in the Federal Register. ATN submits these assurances to OCTA, as designated recipient of federal funds, to convey intent and ability to comply with all applicable provisions, including Title VI. A copy of the 2018 FTA Certification and Assurance is provided as Attachment A.

#### **PROMOTING PUBLIC PARTICIPATION**

ATN makes a concerted effort to involve customers and the general public in the planning, development and operation of the ATN's Anaheim Resort Transportation (ART) system. ATN's public outreach process is described in more detail in a separate report titled Public Participation Plan (PPP) in Attachment B. The goal of that plan is to offer real opportunities for the engagement of all citizens of the ART system service area in the decision-making process.

The following describes a wide range of venues utilized by the ATN to maximize the distribution and accessibility of information to its riders and other stakeholders. A sampling of collateral materials is also presented as Attachment C.

#### **DISTRIBUTION OF INFORMATION REGARDING SERVICE CHANGES**

ATN actively seeks out public participation by holding community meetings and public hearings prior to all service changes. ATN mails public notices in advance to stakeholders and local residents, encouraging them to participate in the planning process. ATN is mindful of the working population and holds community meetings and public hearings at different times of the day to maximize access to meetings. ATN also encourages written comments by providing mailing and email addresses. Public notices are published in newspapers of general circulation as well as local publications, are placed onboard all buses



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as brochures, and are made available online. Because 53.6% of ATN's service area is Hispanic, public notices are distributed in Spanish as well as English. Limited English Proficiency Plan (LEP) presented as Attachment D provides guidelines for outreach to populations to minority populations.

Public comments are also sought at monthly ATN Board of Directors meetings. Each meeting includes a specific time for public comments. This time provides an open forum for individuals to present their concerns regarding transit operations and policies directly to ATN Board of Directors and staff.

To this point, no public comments have been received by the ATN in regard to Title VI compliance and/or complaints. In the event that public comments are received, the ATN would consider these comments and take appropriate action to address and resolve these matters.

#### **LIMITED ENGLISH PROFICIENCY**

Limited English Proficient (LEP) individuals are defined as those who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. In keeping with Title VI requirements, ATN provides language assistance to ensure that its LEP users have meaningful access to its services, including route information, telephone based customer services, printed materials including public meeting notices, and other customer based collaterals.

ATN pursues this commitment by:

- Conducting user-targeted language needs assessment
- Consistently employing the procedures delineated in the ATN Title VI Report
- Training its customer services employees regarding interactions with LEP procedures
- Providing translation service for LEP persons
- Clearly delineating its Title VI complaint and grievance procedures

To determine the extent of the LEP service obligation, ATN utilizes an individualized assessment that balances the following four (4) factors:

- The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service of the ATN
- The frequency with which LEP individuals come in contact with the program
- The nature and importance if the program, activity or service provided by the recipient to peoples' lives
- The resources available to ATN and cost-effectiveness

The intent of this assessment is to arrive at a balanced determination that ensures meaningful access by LEP persons to critical services.

#### **LIMITED ENGLISH PROFICIENCY PLAN**

In keeping with its continued commitment, ATN's Limited English Proficiency (LEP) Plan (Attachment D) is a strategic plan to reflect overall goals of improving and maintaining language access for all transit customers who are limited in their English proficiency. The goal of the plan is to achieve and maintain



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balance for meaningful participation and access to programs and services offered by the ATN while avoiding undue burdens on ATN resources.

#### **CUSTOMER SERVICE**

ATN Customer Service, which manages customer comments by phone, mail, e-mail, online or in person, currently benefit from four (4) staff members that speak Spanish. The Customer Service team also utilizes translation services provided by the Visit Anaheim who speak other languages, which provides the ATN with ability to communicate in over 100 languages. See Attachment E for a list of available language interpreters.

#### **NOTIFICATION OF PROTECTION UNDER TITLE VI**

As required by Title VI, ATN notifies its customers of their rights and protections under Title VI by providing brochures and on-board signage. Additionally, Notification of Protection is also available online, along with instructions and a form for filing a complaint. Copies of the brochure, which is provided in English and Spanish, and the Complaint Form are provided in Attachment F.

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, and prohibits intimidation, coercion or engagements and other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI. ATN encourages complaints to be filed with the ATN for resolution, however, complainants are provided with FTA's information as well.

### **SECTION 2 – DEMOGRAPHICS AND SERVICE PROFILE MAPS**

#### **DEMOGRAPHIC DATA AND MAPS**

This section addresses the program specific requirements of Title VI, and provides maps, overlays and summary statistics of the ATN service area based on demographic data from 2010 U.S. Census.

#### **DEMOGRAPHICS AND SERVICE PROFILE MAPS**

For each Title VI triennial plan, the ATN will provide maps, overlays and summary statistics of the ATN service area, using demographic data from the U.S. Census. These materials were prepared by the Orange County Transportation Authority (OCTA) and are useful both for describing the current composition of neighborhoods in terms of minority residents, and for understanding the spatial relationships of these areas in the context of the services that ATN provides. Exhibits 1 through 4 present a series of maps and overlays that describe these relationships, as required by the Department of Justice, 28 CFR Part 42, Subpart F and the Department of Transportation, 49 CFR Part 21, Title VI of the Civil Rights Act of 1964.

For this report, census data for each census tract within ATN's service area is used to determine the total percentage of minorities. ATN's service area consists of those areas within the City of Anaheim that fall within the Anaheim Resort®, Platinum Triangle™ (including Angel Stadium and Honda Center) and downtown CtrCity Anaheim. In ATN's service area, minority residents comprise 69.39% of the total population. Individual census tracts are then analyzed to determine which ones have minority populations greater than the average. Those minority residential areas are mapped and highlighted as Exhibit 1.



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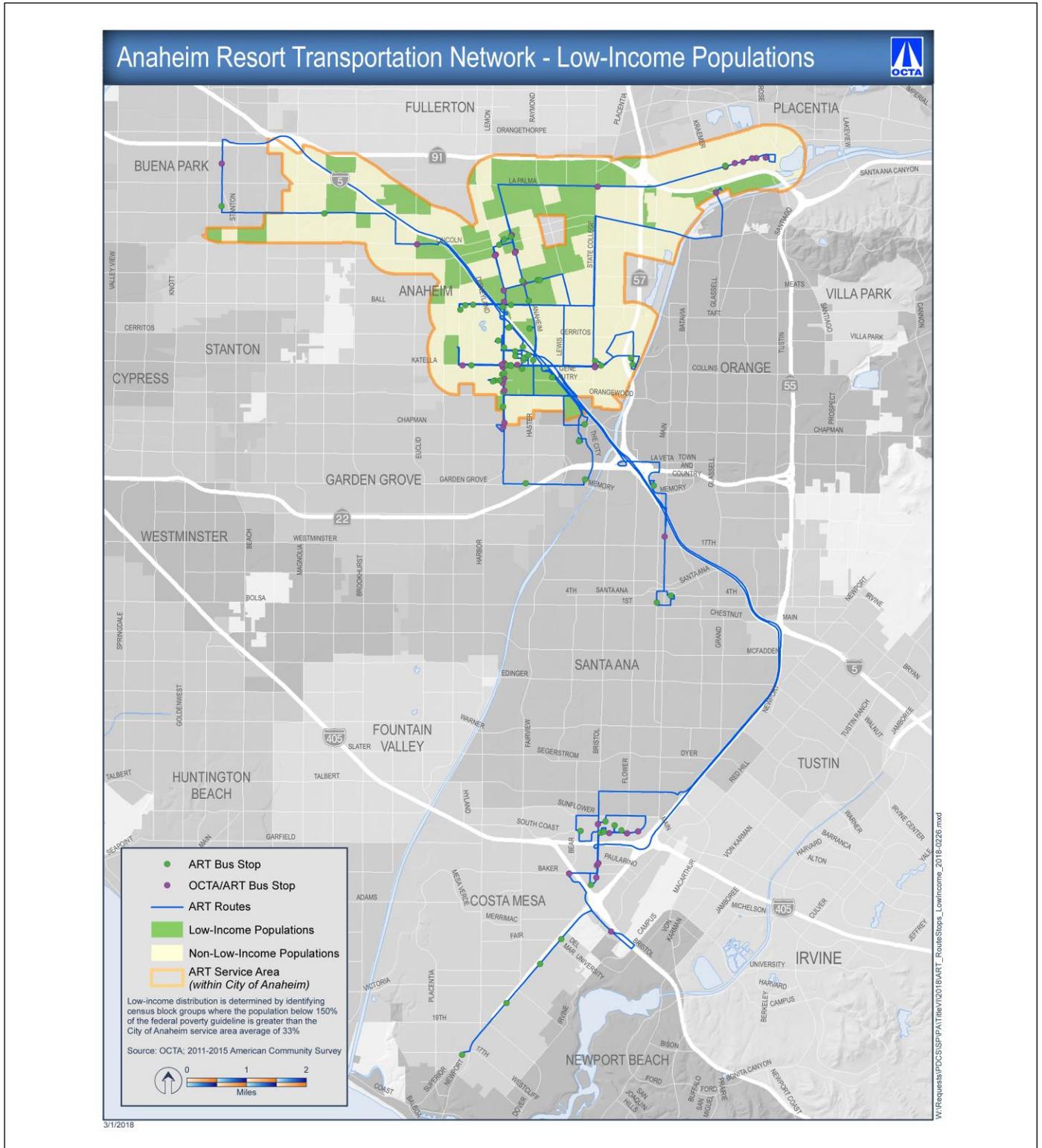
Exhibit 4 identifies transit routes that are those with one-third of its total length serving with a minority census tract.

These graphics form the basis of this report and will be referred to in the discussions that follow.

- **Exhibit 1: ATN Routes and Stops with Minority and Non-Minority Areas** displays the distribution of minority and non-minority residential areas within the Anaheim Transit Network service area. Minority distribution is determined by identifying census tracts where the minority population is greater than the ATN service area average of 71.5%. These areas of residential land use are displayed as Minority Residential Areas.
- **Exhibit 2: ATN Transit-Related Facilities** identifies the locations of all key transit-related facilities in relation to the minority and non-minority populations within and nearby the ATN service area. Key transit-related facilities include ATN transit stations, ATN administrative and maintenance facilities, park and rides, OCTA transportation or bus centers, OCTA bus bases, the OCTA administrative offices, Metrolink rail alignment and Metrolink rail stations.
- **Exhibit 3: ATN Major Activity Centers** illustrates the distribution of primary activity centers in relation to minority and non-minority populations within and nearby the ATN service area. Activity centers include concentrations of employment, elementary, middle and high schools, universities, colleges, and hospitals.
- **Exhibit 4: ATN Low-Income Populations** displays the distribution of low-income populations within the ATN service area. The low-income population distribution is determined by where the per capita income is less than \$21,867. The threshold of \$21,867 is based on 80% of the national per capita income of \$27,334. The residential areas of low-income census tracts are displayed as low-income populations. As of June 2018, all ATN routes have greater than 50% of their service area within low-income areas.

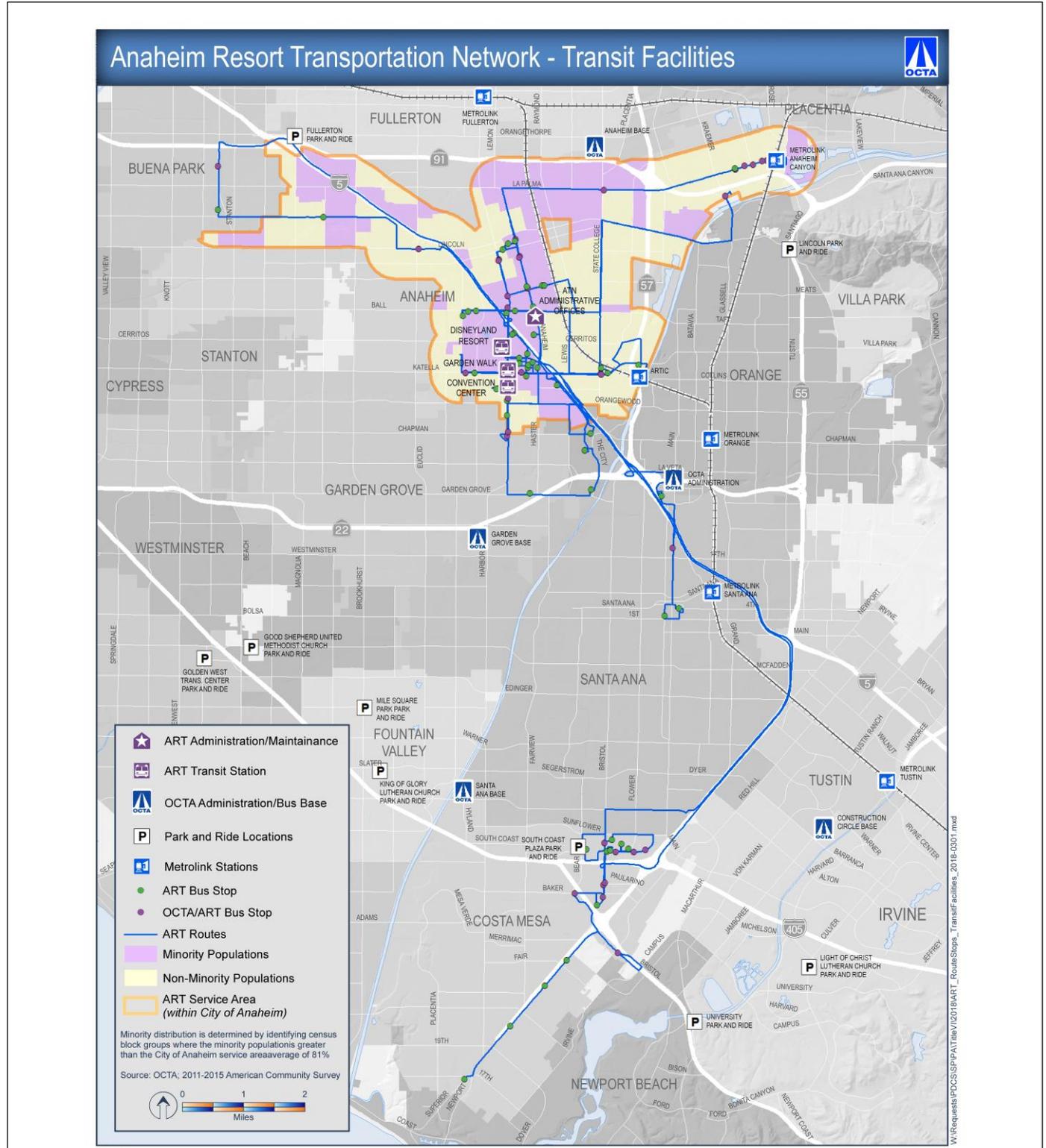


# EXHIBIT 1 – ATN ROUTES & STOPS WITH MINORITY & NON-MINORITY AREAS



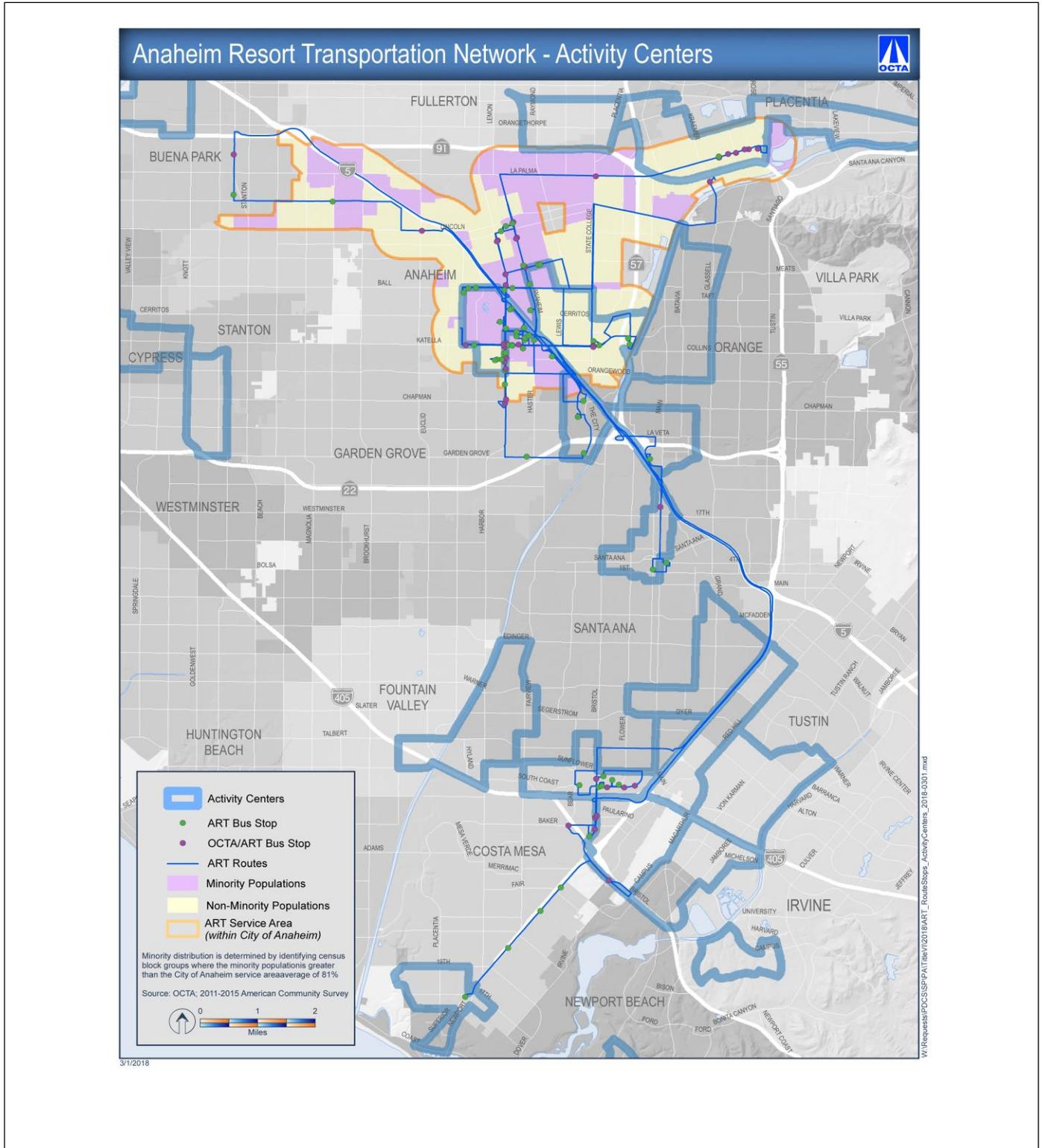


## EXHIBIT 2 – ATN TRANSIT RELATED FACILITIES



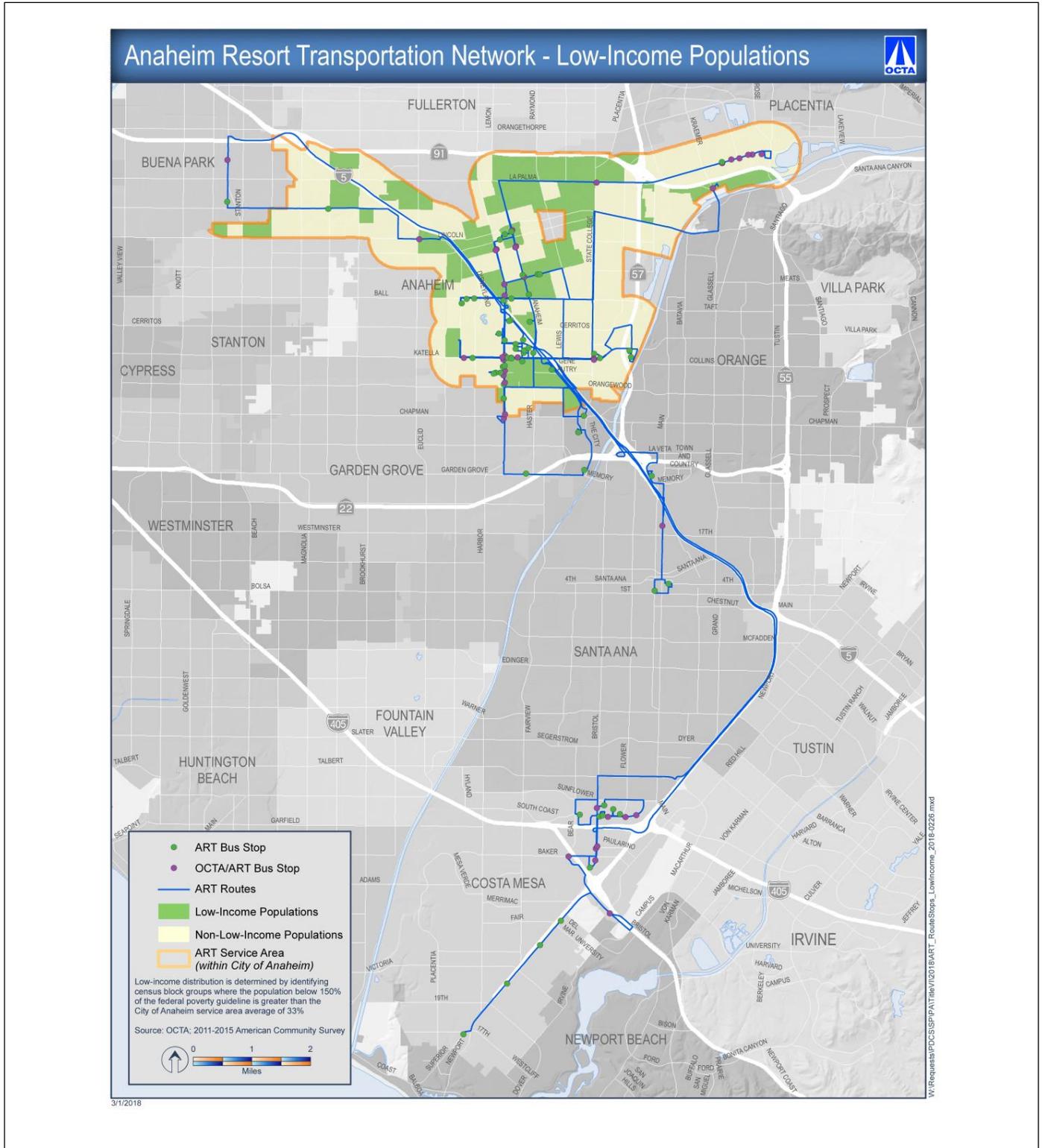


### EXHIBIT 3 – ATN MAJOR ACTIVITY CENTERS





### EXHIBIT 4 – ATN LOW-INCOME POPULATIONS





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## **SECTION 3 - SYSTEM-WIDE SERVICE STANDARDS & POLICIES**

To guard against discriminatory service design or transit operations, Title VI guidelines require the adoption of system-wide service standards and policies. In keeping with these guidelines ATN has established criterion for its transit services to ensure fair use and equitable access to ATN resources and services. The section that follows describes ATN's service standards and policies for vehicle load, vehicle assignment, vehicle headways, distribution of transit service and amenities, and transit access. This section also describes ATN's transit security efforts as required by Title VI guidelines.

### **VEHICLE LOAD**

The ATN's vehicle load standard applies to the maximum number of passengers allowed on a service vehicle to ensure the safety and comfort of customers. The load standard is expressed as the ratio of passengers to the number of seats on the vehicle, and it varies by time of day. ATN passenger standing loads should not exceed 15 percent of seating capacity during any two-hour peak period on individual fixed-route. ATN monitors the system to ensure appropriate allocation of resources on its transit routes. Routes experiencing overloading problems are analyzed and provided with additional vehicle capacity and service frequency to ensure adequate comfort for passengers.

### **VEHICLE ASSIGNMENT**

Vehicle assignments refer to the process by which vehicles are assigned to routes throughout the system. Vehicle assignments to particular routes vary daily based on individual route characteristics and assignments are based on the following:

- Daily anticipated ridership demand on each fixed route
- Percentage loading on the fixed route
- Particular route operating conditions

Additionally, the entire ATN fixed route bus fleet is within federal standards. All routes are accessible to persons with disabilities. ATN operates its fixed route fleet with environmentally friendly alternative fuels and assigns these buses system wide.

### **ON-TIME PERFORMANCE**

On-time performance is a measure of runs completed as planned scheduled. The majority of ATN's routes operate on headways rather than set schedules. ATN's performance standard is that 95 percent of all runs system-wide must be complete within the allowable headway window, and is stated as such in ATN's contract with its service provider. This is achieved through a dynamic system of dispatching floater buses to accommodate periods of peak ridership throughout the day.

### **SERVICE AVAILABILITY**

Service availability is a general measure of the distribution of routes within the service area. ATN operates a very compact service operation, with the majority of the routes operating within the Anaheim Resort®.



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Longer distance routes, such as 18 and 22 are designed to connect residents with major employment generators in The Anaheim Resort, Platinum Triangle and downtown Anaheim. Those routes are specifically aligned to travel into residential neighborhoods that do not have existing transit service.

#### **VEHICLE HEADWAY**

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. Thirteen out of 20 routes operate on 20-minute headways. The remaining seven routes operate on a printed fixed 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.

#### **DISTRIBUTION OF TRANSIT SERVICES AND AMENITIES**

The ATN's fixed route system is planned and designed to reduce barriers to entry and to maximize access and participation. The system is planned and maintained such that passengers are typically within 100 feet of the transit service area.

#### **BUS STOPS**

Fixed route stops are spaced to maximize passenger accessibility, convenience, and safety, while minimizing undue delay or traffic interruptions. Since the ATN operates in a central business district environment, bus stops are spaced to minimize walking to 100 feet.

#### **BUS STOP SIGNS**

Bus stop signs are installed at city-approved locations and are maintained by the ATN on a regular basis at no cost to the City of Anaheim or adjacent property. There are approximately 72 stops in the Anaheim Resort Transportation system, and four (4) additional stops for the Anaheim Canyon Metrolink Station Service. ATN provides bus stop information at all ART stops. The ATN's "Text2GO" is available at all stops and provides passengers with an ability to estimate next bus arrival times.

In 2018, ATM is embarking on the first phase of installation of the smart real-time passenger information system through a network of LED and LCD signs at 25 bus stop locations, and passenger information centers at the Anaheim Convention Center Grand Plaza and at the Disneyland Resort Main Transportation Center. These locations will provide visual and oral information about arrival of the next three buses in real time.

#### **BUS BENCHES**

Bus benches are provided throughout the system to ensure passenger comfort in a number of ways:

- By the local jurisdiction
- By private property owners



Permits for the placement of benches are required by the City of Anaheim, along with the specific signage requirements. ATN works closely with the City of Anaheim and private property owners to ensure that all stops in the ART system are comfortable and secure.

#### **OTHER TRANSIT AMENITIES**

As part of the cooperation with the City of Anaheim and private property owners, the ATN reviews proposed environmental and development documents to ensure that all properties in the service area provide adequate transit amenities to accommodate passenger comfort and safety. The ATN works with the City staff and private property owners to incorporate features for improving passenger safety, accessibility and convenience as part of each project’s approval and Will Serve process.

#### **PARK-AND-RIDE FACILITIES**

Park-and-Ride facilities provide a valuable resource to allow for transfers to improve local mobility and reduce traffic congestion. The facilities offer a convenient option for individuals to park their vehicle and access ATN’s transit system.

ATN works cooperatively with the private property owners to provide park-and-ride facilities throughout the transit system. The existing park-and-ride facilities are owned and maintained by private interests and the ATN is provided with an easement to ensure continued transit availability.

**EXHIBIT 5: ATN PARK-AND-RIDE FACILITIES**

<b>FACILITY</b>	<b>PARKING SPACES</b>	<b>BUS ROUTES</b>
Disneyland Resort Main Transportation Center – East Esplanade	N/A	All ART Routes
GardenWalk Transportation Center	1,200	1, 2, 3, 4, 5, 9, 12, 15, 16, 20
Toy Story Transportation Center	3,950	1, 2, 3, 4, 5, 9, 15, 16, 18, 20
Anaheim Regional Intermodal Transportation Center -- ARTIC	1,100	15 and 23
Anaheim Canyon Metrolink Station	452	17

#### **TRANSIT ACCESS**

ATN operates and supports a number of services and programs for special needs communities. ATN entered into a cooperative agreement with OCTA to provide complementary demand response services to accommodate seniors and persons with disabilities. This service, known as ACCESS, is provided by OCTA throughout Orange County, and includes ATN’s service area, within ¼ mile of existing fixed routes to comply with the Americans with Disabilities Act (ADA).

The following provides a brief description of the contracted services:



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## **ACCESS SERVICE**

The ACCESS service in Orange County, including the City of Anaheim and ATN's service area, is Orange County Transportation Authority's (OCTA) ADA paratransit service element, which began operating in 1993. ACCESS is a curb-to-curb transportation service operating within  $\frac{3}{4}$  mile corridor of OCTA and ATN fixed route service within Orange County and Anaheim. This service is available to persons who have been certified as eligible under ADA guidelines. As required by the ADA, ATN through its contractual relationship with OCTA, ensures that no restrictions are made based on trip purpose. ACCESS currently operates seven (7) days per week during hours comparable to fixed route hours of operation.

## **TRANSIT SECURITY**

The ATN works with the Anaheim Police Department and Disneyland® Resort Security teams to provide transit security services and law enforcement. These combined security efforts provide the highest level of security and service for ATN, its customers and passengers.

The ATN works closely with the Tourism Oriented Police (TOP) team and local stakeholders within the community in developing proactive approach to security on the entire ATN bus system.

## **SECTION 4 – SERVICE CHANGES**

This section discusses service changes and the process by which service changes are considered. The process is in keeping with the ATN's commitment in improving transit service for the benefit of the travelling public. This section includes descriptions of major service changes since 2018.

### **CHANGES IN SERVICE**

ATN's funding structure dictates the service model which is derived from a basic premise that each route operated by the ATN has to be self-sufficient. Therefore, when considering service changes a clear and rational decision-making process must be first based on the route's financial sustainability in the short- and long-term. Opportunities for consideration of service changes on the fixed route system are available through two annual service changes that occur in April and October of each year. The major elements of the decision making process that are utilized in the development of the ATN service change program are illustrated in Exhibit 6 of this section.

### **ANNUAL SERVICE CHANGES**

Annual Service Changes implement the phasing of service concepts that are identified based on the demand for services and resource availability. For example, service change ideas geared toward greater service to connect local park-and-ride facilities through the provision of a downtown circulator service was considered and implemented to reduce local dependence on automobiles and thus reduce traffic congestion.

### **SERVICE CHANGES PROCESS**

Major Service changes to the operation of the ATN's fixed route system occur in April and October of each year. Each of these service changes entails approximately five to six months of planning efforts. As



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illustrated in Exhibit 6, the process begins with a review of the existing system which includes performance evaluation of each route, constituency input, and requests from the business community. ATN staff then identifies opportunities for improvement, including impact on financial performance, and presents information for preliminary consideration to the Board of Directors. All reasonable and funded service changes are considered and evaluated further and scheduled for a public hearing. Recommendations for minor changes are typically evaluated for immediate implementation.

During major changes, service recommendations are prioritized and operational meetings are held to discuss service priorities, resource availability and less quantitative social and system impacts of each proposed service change. Before final recommendation and Board consideration, field testing is conducted to ensure proper routes, bus stop locations, and other safety considerations.

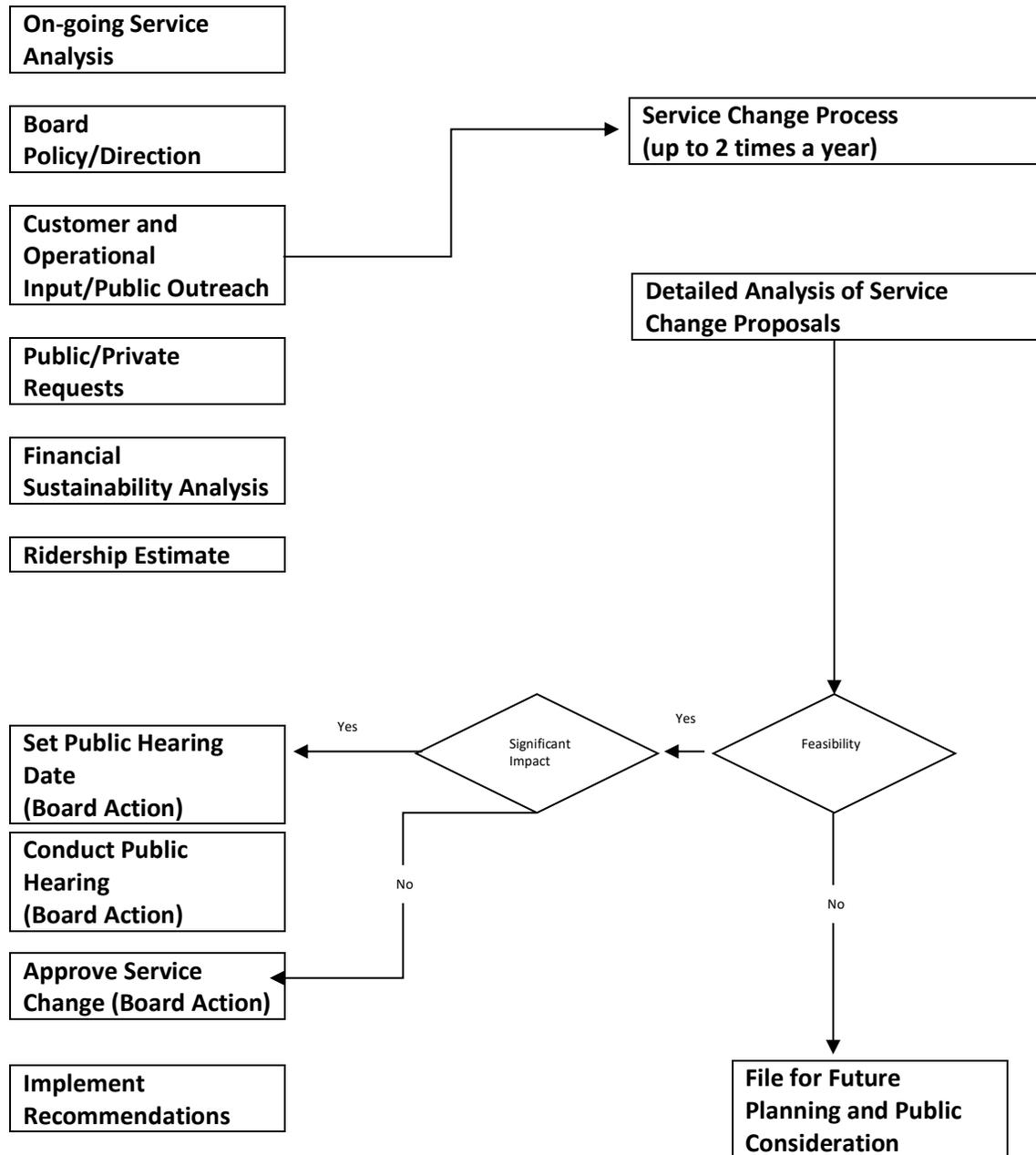
The final recommendations are presented to the ATN Board of Directors. Upon preliminary approval, local private business interests and public entities are notified of the proposed service change and a public hearing is scheduled. Prior to the public hearing, a draft summary of the proposed changes are available for public review on board ATN buses, publicized in a local newspaper and posted on the ATN web site.

Major service changes may require a public hearing in accordance with the ATN policy derived from section 5(i)(3) of the amended Federal Transit Act (formerly Urban Mass Transportation Act of 1964). This policy recommends ATN conduct a public hearing when there is a change in service that directly affects 25 percent or more of a route's length or service mileage, when a new route is introduced, or when a bus route is permanently discontinued.

Numerous factors are taken into consideration with a major service change including operational staff analyses data such as ridership, financial sustainability, capital resources, fleet availability, route configuration, stop locations, operating schedule and personnel resources.



### EXHIBIT 6: Fixed Route Service Change Process





**SERVICE AND FARE CHANGES**

The ATN is committed to providing excellent levels of service and continually striving to improve public transportation options for the benefit of its constituency and customers. The ATN’s Anaheim Resort Transportation (ART) system has been growing in service area and ridership since the beginning of service in May 2002. A list of service and fare changes for the past three (3) years is provided below:

**EXHIBIT 7: LIST OF SERVICE & FARE CHANGES SINCE MARCH 2009**

<b>Service Change</b>	<b>Description</b>
March 2009 Service Change	Service expansion. Addition of Route 17 Downtown Circulator
October 2009 Service Change	No changes in service were implemented
March 2010 Service Change	No changes in service were implemented
October 2010 Service Change	No changes in service were implemented
March 2011 Service Change	No changes in service were implemented
August 2011 Service Change	Introduction of Reduced Fare Pass
October 2011 Service Change	No changes in service were implemented
March 2012 Service Change	Service expansion. Addition of Route 18, 19 and Approval of 15-day and 30-day Pass
October 2012 Service Change	Proposed Fare increase for Adult and Child Passes
March 2013 Service Change	No changes in service were implemented
October 2013 Service Change	No changes in service were implemented
March 2014 Service Change	No changes in service were implemented
October 2014 Service Change	No changes in service were implemented
March 2015 Service Change	Service expansion. Addition of Route 22 with service to City of Costa Mesa
October 2015 Service Change	No changes in service were implemented
April 2016 Service Change	No changes in service were implemented
October 2016 Service Change	No changes in service were implemented
February 2017 Fare Increase & Assessment Adjustment	ART Adult Fare Increase & Assessment Adjustment
April 2017 Service Change	No changes in service were implemented
October 2017 Service Change	Service expansion. Addition of Route 23 Service between CtrCity Anaheim and ARTIC
June 2018	Service expansion. MicroTransit Service at CtrCity Anaheim

Throughout 2016 and 2017, ATN was involved in the ART Capacity Building Plan which developed guidance for the Mobility as a Service/Brokerage service provision concepts as well as Cost Allocation Model. In addition, Will Serve Process was developed for the ATN to establish and institutionalize public transit services integral to the develop approval processes.



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## **SECTION 5 – SERVICE MONITORING**

### **LEVEL OF SERVICE COMPLIANCE ASSESSMENT**

The procedures for examining level of service as described in the FTA Title VI Guidelines involve comparing service standards and policies for the system as a whole to individual performance of routes designed as minority transit routes. Minority transit routes are those with one-third or more of its length operating within minority census tracts (Exhibit 4).

The chart presented as Attachment G shows performance results for the ATN fixed routes system including peak and off-peak vehicle headways, peak load factors, vehicle assignments, number of vehicles in service, and the average age of vehicles.

### **VEHICLE LOAD**

Currently, the peak vehicle loads factors for all routes, regardless of minority and non-minority route designation, were found to meet ATN standards which state that peak period load factors should not exceed 50% of seating capacity during a two-hour peak period. Vehicle load factors are consistently evaluated by the ATN and additional vehicle capacity is added to the routes on an as needed basis to ensure comfortable transit experience for all passengers.

### **VEHICLE ASSIGNMENTS**

The total number of vehicles operating during peak evening period is 64 vehicles. During morning peak period, 62 vehicles are operating in service. All vehicles are assigned on routes based on the predicted ridership projection, i.e. projected demand for service

### **VEHICLE HEADWAY**

The majority of routes (13 out of 21) operate on 20-minute headways. The remaining five routes operate on a printed schedule and operate hourly for more frequently. Additional service to the Anaheim Canyon Metrolink Station is also provided on a printed schedule to accommodate commuter train schedules. New service to Ctr City Anaheim connecting downtown Anaheim with ARTIC operated to accommodate commuter train schedules and special events at Anaheim Stadium and the Honda Center,

### **TRANSIT ACCESS**

The ATN has over 72 bus stop location throughout its services area, plus an additional four stops on our Anaheim Canyon Metrolink Station service. Bus stop locations are available at major intersections, numerous private property locations and within easy walking distance of less than one-quarter mile. In addition, ATN contracts with OCTA for complementary paratransit services, which operates the same days and hours as the fixed route service.



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## **MINORITY TRANSIT ROUTES**

The ATN fixed route system consists of 21 routes, all of which serve minority residential areas. ATN has 73% or more of route service within minority residential areas. A map of minority routes is show in Exhibit 4.

## **SERVICE & OPERATOR MONITORING**

All ATN buses are equipped with an automatic voice annunciation system to announce all upcoming bus stop locations, major intersections, points of interest and upcoming bus stop location. All operators are required to supplement these announcements to enhance overall passenger experience.

In keeping with ADA requirements, ATN operators announce all transfer points, major intersections, destination points and intervals along the transit routes in a manner sufficient to permit individuals with visual impairments or other disabilities to be oriented to the location, if voice annunciation system is not working.

ATN also employs a staff of “mystery shoppers” whose primary job responsibilities are to observe and report coach operators’ performance, adherence to schedule, and overall performance. These efforts assist the ATN in measuring the quality and reliability of service provision. All reported issues result in retraining and counseling to ensure utmost quality of service.

ATN continuously queries customers in regard to service performance. Through the on-line surveys, on-board comment cards, and customer surveys, the ATN maintains performance data. In July 2012, the ATN conducted the latest survey efforts. This survey was presented in both English and Spanish. The results of this survey are presented in Exhibit 8. New demographic survey will be conducted in 2018. Results of this survey will be reported in the next Title VI Plan.

## **SERVICE AND FARE EQUITY POLICIES**

In accordance with FTA Circular 4702.1B. “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” effective October 1, 2012, transit providers, operating 50 or more fixed route vehicles during peak hours of service and serving a population of 200,000 or greater, must evaluate prior performance, and all proposed changes that exceed the transit provider’s major service change threshold to determine whether those changes will have a discriminatory impact.

To comply with this requirement, transit providers must adopt the following three policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportional Burden Policy

The major Service Change Policy defines what actions constitute a major change and are therefore subject to a service or fare equity analysis. The Disparate Impact Policy establishes a threshold for determining when adverse impacts of a proposed change are borne disproportionately by the minority population. The Disproportional Burden Policy established a threshold for determining when adverse impacts of a proposed change are borne disproportionately by a low-income population.



**EXHIBIT 8 – RIDERSHIP DEMOGRAPHICS SURVEY RESULTS (CONDUCTED 2015)**

**RIDERSHIP COMPOSITION**

- Of the 621 transit riders represented in the study:
  - Adults 65%
  - Teens 7%
  - Children (3 - 12 years) 27%
- Composition of individual travel parties
  - Adults with children 48%
  - Adults with teens 7%
  - Adults with teens and children 11%
  - Adults with no teens or children 34%

**ORIGINS**

- 36% of total ridership was from California:
  - Northern California 68%
  - Central California 12%
  - Southern California 9%
- 50% - originated in the outside of California:
  - Arizona 25%
  - Nevada 13%
  - Washington 13%
- 22% was international:
  - Canada 16%
  - Australia 2%
  - Mexico 1%
  - New Zealand 1%

**TRANSPORTATION FROM TO THE ANAHEIM RESORT:**

- Of the total 2,836 riders represented by the surveys their primary mode of transportation from their homes to The Anaheim Resort was:
  - Auto 52%
  - Plane 42%
  - Bus 4%

**PRIMARY REASON FOR VISITING THE DISNEYLAND RESORT DISTRICT:**

- Overnight vacation/holiday 93%
- Convention/meeting 3%
- On a day trip 1%
- Other 2%

**LENGTH OF STAY**

- Ave length of stay in the Anaheim Resort / OC was:
  - Visitors from California 4.0 days
  - Other US visitors 4.2 days
  - International visitors 6.4 days

**USAGE OF THE ATN**

- 35% of the ridership utilized the ATN before: an average of 6.9 times

**TYPE OF ART PASS USED**

- 1 day 39%
- 3 day 32%
- 5 day 23%
- One way cash fare 3%
- 15 day 2%
- 30 day .5%

**AWARENESS OF SERVICE TO BUENA PARK**

- 36% of respondents were aware

**AWARENESS OF SERVICE TO SANTA ANA**

- 22% of respondents were aware

**ETHNICITY**

- Of those riders who responded:
  - African American 4%
  - American Indian 1%
  - Asian 4%
  - Caucasian 78%
  - Hispanic 7%
  - Other 6%

**ESTIMATED ANNUAL HOUSEHOLD INCOME**

- Of those riders who responded:
  - Under \$24,999 3%
  - \$25,000 - \$34,000 9%
  - \$35,000 - \$49,999 3%
  - \$50,000 - \$74,999 13%
  - \$75,000 - \$99,999 16%
  - \$100,000 - \$124,000 22%
  - \$125,000 - \$149,999 13%
  - \$150,000 or more 23%

**SERVICE AND FARE EQUITY POLICIES**



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#### **SERVICE AND FARE CHANGE POLICY**

Proposed changes that qualify as a change include changes to existing routes that result in an increase or decrease in route revenue miles or route miles that are equal to or greater than twenty-five percent (25%) of the existing service, as happening one-time or cumulatively throughout the year (Service and Fare Change Policy – Attachment H). A major service change also includes introduction of a new route, the elimination of an existing route and fare media changes.

Changes that are exempt from qualifying as a major change include the introduction or elimination of a limited-term route that will be, or has been, operating for more than twelve (12) months, promotional or temporary fare reductions lasting no longer than six (6) months, and other occasional promotional fares, i.e. “kids ride free.”

All major service changes will be subject to a service or fare equity analysis which will include an analysis of adverse effects. An adverse effect is defined as a geographical or time-based reduction in service and a change in fare that increases the fare price or eliminates a fare media.

#### **DISPARATE IMPACT POLICY**

A separate impact occurs when the percent minority population adversely affected by a major service changes is twenty percent more than the average minority population of the ART service area. A separate impact may also occur when the percent non-minority population positively affected by a major service change is twenty percent more that the average non-minority population of the ART service area.

A disparate impact analysis on routes with the span of service and/or frequency changes will be examined on a cumulative basis by evaluating all route changes together. A disparate impact analysis on routes with segment and/or alignment changes will be examined on an individual basis by evaluating the route changes separately.



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If a disparate impact exists as a result of the proposed changes, ART will determine whether there are alternatives that would serve the same legitimate objectives but with less disparate impact on the minority population. If there are no viable alternatives, ART must have a substantial legitimate justification for making the proposed change.

#### **DISPROPORTIONATE BURDEN POLICY**

A disproportionate burden occurs when the percent low-income population adversely affected by a major service change is twenty percent more than the average low-income population of the ART service area. A disproportional burden may also occur when the percent non-low-income population positively affected by a major service change is twenty percent more than the average non-low-income population of ART service area.

A disproportionate burden analysis on routes with span of service and/or frequency of service changes will be examined on a cumulative basis by evaluating all route changes together. A disparate impact analysis on routes with segment and/or alignment changes will be examined on an individual basis by evaluating the route changes separately.

If a disproportionate burden exists as a result of the proposed changes, ART may take steps to avoid, minimize or mitigate the impact of the proposed changes on the low-income population.

#### **PUBLIC REVIEW AND INPUT**

A major service change will be subject to a Public Hearing and Adoption by the ATN Board of Directors. Public input will be actively sought in regard to the proposed changes prior to the public hearing. Customers, stakeholders, and the general public will be invited to provide comments as outlined in the ATN's Public Participation Plan.

When required, the public comment period will begin with the publishing of a legal notice seven (7) days in advance of the public hearing date in the local newspaper of general circulation. The notice will set a specific place, date, and time for one or more public hearings and in accordance with the ATN's Public Participation Plan.

#### **CONCLUSION**

ATN is committed to the enforcement of US DOT's Title VI regulations and will provide the most effective and efficient transit services possible, with full accountability to the constituency it serves. Through these established service standards and policies, ATN will ensure that no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transit service on the basis of race, color, or national origin.



## ATTACHMENT A - FTA CERTIFICATION AND ASSURANCE



## FTA CERTIFICATIONS & ASSURANCES

### FEDERAL FISCAL YEAR 2018 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE

*(Required of all applicants for FTA assistance and all FTA Grantees with an active capital or formula projects)*

#### AFFIRMATION OF APPLICANT

Name of Applicant: Anaheim Transportation Network

Name and Relationship of Authorized Representative: Diana Kotler, Executive Director

BY SIGNING BELOW: on behalf of the Applicant, I declare that the Applicant has duly authorized me to make these certifications and assurances and bind the Applicant's compliance. Thus, the Applicant agrees to comply with all Federal statutes and regulations and follow applicable federal directives, and comply with the certification and assurance as indicated on the foregoing page applicable to each application it makes to the Federal Transit Administration (FTA) in Federal Fiscal year 2018.

FTA intends that the certifications and assurances the Applicant selects on the other side of this document, as representative of the certifications and assurance in this document, should apply, as provided, to each project for which the Applicant seeks now, or may later, seek FTA assistance during Federal Fiscal Year 2018.

The Applicant affirms the truthfulness and accuracy of the certifications and assurances it has made in the statements submitted herein with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C.,3801 et seq., and implementing U.S. DOT regulations. "Program Fraud Civil Remedies," 49 CFR part 31 applies to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with the Federal public transportation program authorized in 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalties of perjury that the foregoing certifications and assurances, and any other statements made by me on behalf of the Applicant are true and correct.

Signature of the Applicant:

Name: \_\_\_\_\_  
Diana Kotler

Name of Applicant Anaheim Transportation Network

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local or tribal law, as applicable, to make and comply with the certifications and



assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the certifications and assurances have been legally made and constitute legal and binding obligations on the Applicant.

### **OBLIGATIONS OF THE APPLICANT**

I further affirm to the Applicant that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these certifications and assurances, or of the performance of the project.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: Fred Whitaker, Cummins & White, LLC  
Attorney of Applicant

Each Applicant for FTA financial assistance and each FTA Grantee with an active capital or formula project must provide Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorneys; signature provided the Applicant has on filed this Affirmation, signed by the attorney and dated this Federal Fiscal Year.



## ATTACHMENT B – PUBLIC PARTICIPATION PLAN



**PUBLIC PARTICIPATION PLAN**

**ANAHEIM RESORT TRANSPORTATION – ART**

**SERVICE OF ANAHEIM TRANSPORTATION NETWORK**





## **PURPOSE**

The purpose of this Public Participation Plan (PPP) is to establish procedures that allow for, encourage, and monitor participation of all citizens in the Anaheim Transportation Network (ATN) service area, including but not limited to low income and minority individuals, and those with Limited English Proficiency (LEP). While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions to provide opportunities for historically under-served populations to participate in the matters related to the Anaheim Transportation Network (ATN) and to the ATN's service -- Anaheim Resort Transportation (ART) system.

In an effort to afford full and meaningful public participation, a notice will be posted in the local newspaper, correspondences and announcements will be mailed to stakeholders, and postings on the ATN website, pertaining and ascertaining public input and participation, will be provided by the ATN. In addition, the ATN will host Public Workshops to receive public input and provide a venue for public involvement.

## **GOALS AND OBJECTIVES OF THE PUBLIC PARTICIPATION PLAN**

**Goal:** The goal of the PPP is to offer real opportunities for the engagement of all citizens of the ART system service area.

**Objectives:**

- To determine what non-English language and other cultural barriers exist to public participation within ART service area.
- To provide a general notification of meetings, particularly for public involvement in the manner that is understandable to all populations in the area.
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and minority members of the public.
- To provide avenues for two-way communication and input from populations which are not likely to attend meetings.
- To provide framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information, including but not limited to charts, graphs, photos, maps and internet.

## **IDENTIFICATION OF STAKEHOLDERS**

Stakeholders are defined as those individuals who are either directly, or indirectly, affected by the ATN services. Public members who may be adversely affected, or who may be denied ART service, are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several groups:



1. General Citizens
2. Minority and low-income persons
3. Public agencies
4. Private organizations and businesses

**General Citizens:** There are 336,265 residents in the City of Anaheim, but only a percentage of the overall City of Anaheim population is affected by the ATN’s provided transportation services. Specific distribution of the Anaheim’s population by ethnicity is provided in Table 1. <sup>1</sup>

**TABLE 1 – Census 2016 Race Data (Anaheim)**

Race & Origin	Population	Percentage of Population
<b>White</b>	<b>104,375</b>	<b>30.10%</b>
<b>Black/African American</b>	<b>7,749</b>	<b>2.23%</b>
<b>American Indian &amp; Alaska Native</b>	<b>1,462</b>	<b>0.42%</b>
<b>Asian</b>	<b>55,558</b>	<b>16.02%</b>
Asian Indian	4,908	1.42%
Chinese	5,153	1.49%
Filipino	13,864	4.00%
Japanese	1,897	0.55%
Korean	7,501	2.16%
Vietnamese	17,896	5.16%
Other Asian	4,339	1.25%
<b>Native Hawaiian &amp; Other Pacific Islander</b>	<b>1,687</b>	<b>0.49%</b>
<b>Hispanic</b>	<b>175,945</b>	<b>50.74%</b>
Mexican	164,064	47.31%
Puerto Rico	1,649	0.48%
Cuban	1,110	0.32%
Other Latino/Hispanic	9,122	2.63%
<b>Total Population</b>	<b>346,776</b>	

Over 30.10% of the population of the area consider themselves be of solely white race. Since, 50.74% of the households represent Hispanic origin and 16.02% of represent Asian origin, specific techniques will be used to further engage the general and minority populations. Public notices of meetings in the local newspaper and open house format public information meetings should provide a sound venue to facilitate public participation. While these techniques will continue, staff will make a general effort to engage the general public, using techniques such as surveys, use of social media, and web-based communications.

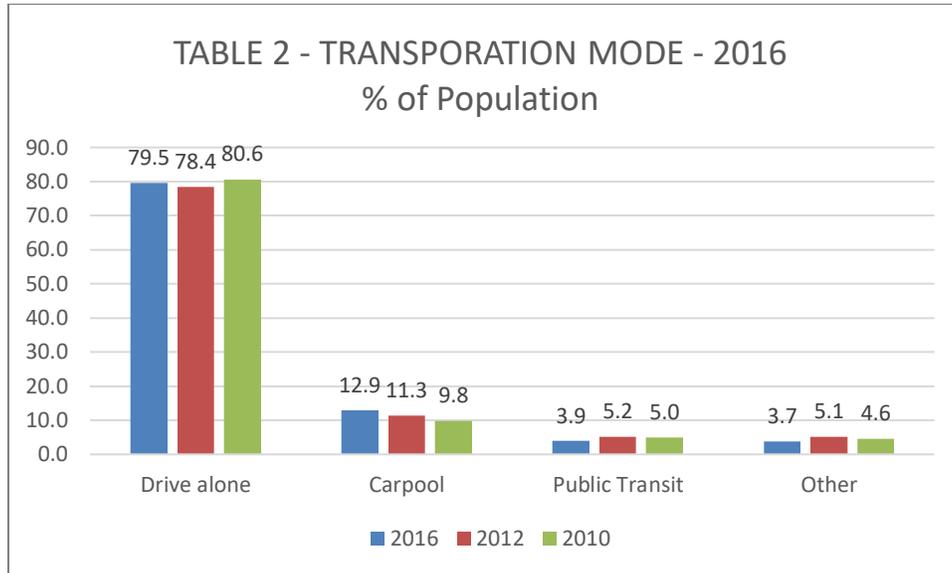
According to national average, approximately 3.9% of the population uses public transit as a modal transportation choice. As compared to 2012 data, a 0.6% decrease in the use of public transit services occurred (Table 2). ART ridership, as depicted in Table 3, indicates increase in transit use at national average levels; however, represents a higher than national average use by the traveling public. Since

<sup>1</sup> American Community Survey 2012-2016 5-year Estimate. Place of Birth by Nativity and Citizenship Status

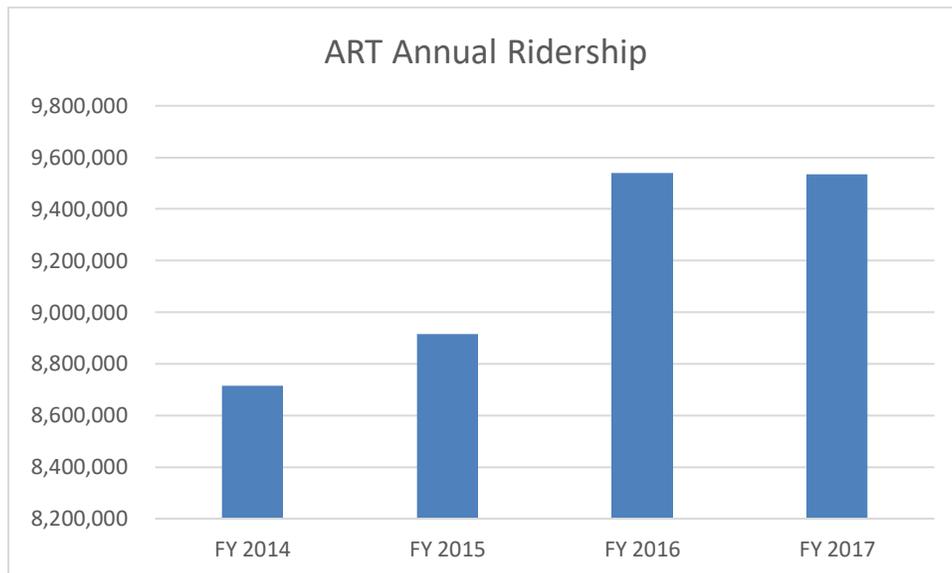


ART's inception in 2002, ridership continues to represent 38.4% percent of total visitor population in The Anaheim Resort area.

**TABLE 2 – Transportation Mode<sup>2</sup>**



**TABLE 3 – ART Annual Ridership**



**Minorities:** Minority population makes up approximately 69.9% of total Anaheim population (see Table 1). Persons of Hispanic origin make up the largest minority with just over 50.7% of the total population. Asian and Black persons account for 18.25%. There are also a small number of American Indian/Alaska

<sup>2</sup> American Community Survey Selected Economic Characteristics

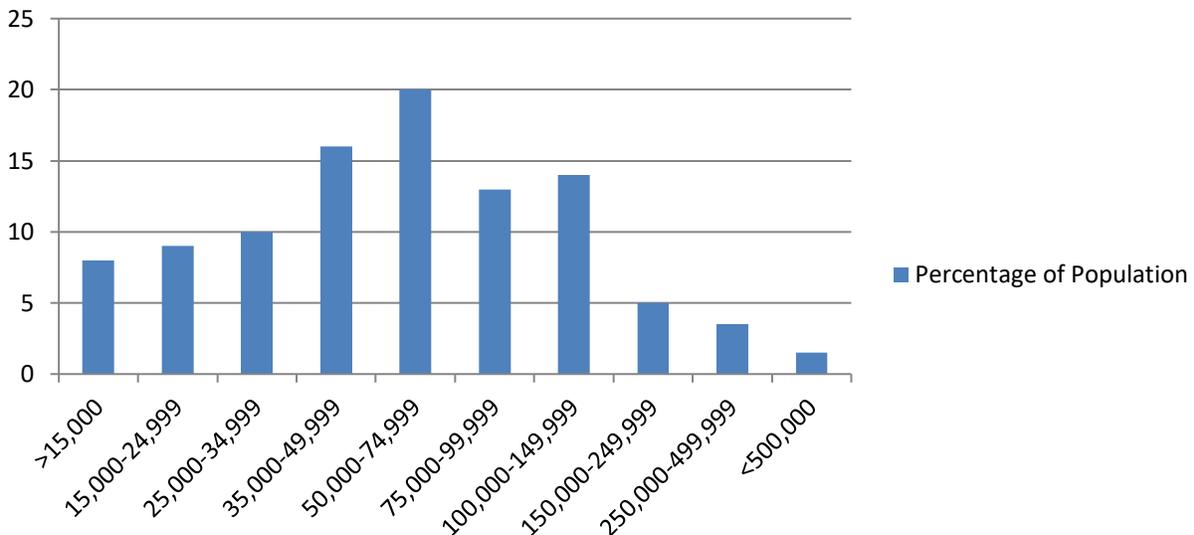


native (0.2 percent), and Hawaiian/Pacific Islander individuals (0.4 percent). Person who consider themselves to be of more than one race account for just over 2.0 percent of the population.

Engaging minority, and low-English proficiency population can be challenging. Language and cultural barriers may not be compatible with the more traditional means of engaging the public in the planning process. The ATN will make reasonable efforts to engage minority populations using such techniques as including notations in public notices in appropriate non-English languages that will provide a contact where the individual can be informed of the process/project, and will have the opportunity to provide input. Focus groups may also be established for the purpose of gaining input from a particular defined portion of the community. Also, advocacy groups can be a good resource for contact and dissemination of information to minority and low-English proficiency populations. Such advocacy or agencies can have insight into the needs of the under-represented populations, as well as providing valuable contacts or arenas for input. Contacts with local residents through a translator should also be maintained and used as requested and needed.

**Low-Income:** Low income households, those under 150 percent of the local poverty level, account for over 17% of all households in the ATN service area. Roughly, 8% of the population were below the local poverty level, based on 2010 incomes and on per capita income threshold for Orange County based on 80% of the national per capita income of \$27,334. Low income populations of the ATN service area should be given an opportunity to provide input on transportation plans and programs, to avoid disproportionate harm, or lack of benefit, of transportation programs and projects.

**Table 4 -- Household by Income**



While low-income individuals may have access to all of the traditional means of public involvement discussed under “General Public”, they may be less likely to become involved, or offer input. Some methods of gaining input directly, or indirectly from this portion of the population include focus groups, informal interviews, and agency/advocacy group contacts.

**Public-Agencies:** Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations, including but not



limited to minorities, low-income, and limited English proficiency households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barrier that may not be understood by professionals dealing more distinctly with the provision of transportation services.

**Private Organizations and Businesses:** Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often transportation for employees and clients is of critical concern to the private sector. In the ATN/ART service area, transportation services to the clients take precedent and represent issues of the utmost importance. For these reasons, representation of private interests is of great importance and is guaranteed by the ATN Board of Directors.

## **PUBLIC PARTICIPATION PLAN**

This document upon its adoption, is to serve as the PPP for the ATN and its ART transit system. Availability of the policy review will be advertised in a manner reasonably expected to reach the general public, as well as minority populations, low-income persons, and other traditionally under-served populations. This could occur through contacts mentioned earlier in this document, notification of contacts available in English and Spanish languages, in addition to traditional public notices in local newspapers, social media and web-based communications.

Opportunities for participation for both users and nonusers of the ART service will be made available through:

1. Questionnaires, onboard and on-line surveys;
2. Notices in the local newspapers;
3. Social media outlets; and
4. Web-based communications.

Public may also inquire and provide input by contacting the ATN's offices located at 2626 East Katella Avenue, Anaheim, CA 92806 or on ATN's website at [www.rideart.org](http://www.rideart.org).

If materials are requested in Spanish, or any other language, staff will make reasonable accommodations.

## **OUTREACH EFFORTS**

In addition to the outreach efforts identified earlier in this plan, staff will use the following techniques during future planning and project development phases, as deemed appropriate by staff and the ATN Board of Directors:

- Presentations at community neighborhood associations
- Formal interviews with business community stakeholders
- Formal interviews with elected officials
- Informal conversations with individuals and small groups
- Interviews with people who are or could be affected by ATN services
- Presentation by experts or various transit-related subjects
- User and non-user surveys



**Availability of Documents:** Hard copies of documents, upon completion, will be available at the ATN offices located at 2626 East Katella Avenue, Anaheim, CA 92806 and on the ATN's website at [www.riderart.org](http://www.riderart.org).

**Responses to Information Requests and Comments:** Information can be requested from staff in person, by phone, e-mail, fax and/or US mail.



**CENSUS 2010**

**CITY OF ANAHEIM PROFILE**

**2012-2016 AMERICAN COMMUNITY SURVEY 5-YR ESTIMATES**

Language

Jan 1, 2017 - Dec 31, 2017

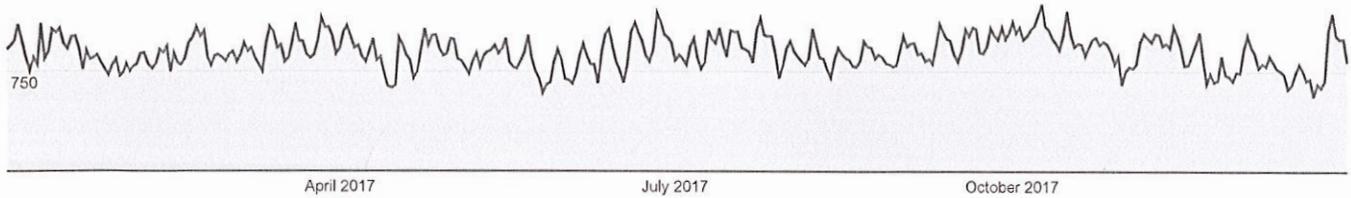
All Users  
100.00% Sessions

Explorer

Summary

Sessions

1,500



Language	Acquisition			Behavior			Conversions <span>eCommerce</span>		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
	325,394 % of Total: 100.00% (325,394)	60.30% Avg for View: 60.19% (0.19%)	196,221 % of Total: 100.19% (195,841)	26.16% Avg for View: 26.16% (0.00%)	3.52 Avg for View: 3.52 (0.00%)	00:04:17 Avg for View: 00:04:17 (0.00%)	994 % of Total: 100.00% (994)	\$70,147.40 % of Total: 100.00% (\$70,147.40)	0.31% Avg for View: 0.31% (0.00%)
1. en-us	278,409 (85.56%)	60.23%	167,699 (85.46%)	26.19%	3.46	00:04:13	934 (93.96%)	\$67,586.40 (96.35%)	0.34%
2. en-ca	12,126 (3.73%)	55.68%	6,752 (3.44%)	22.51%	3.66	00:04:25	26 (2.62%)	\$1,188.00 (1.69%)	0.21%
3. en-gb	11,100 (3.41%)	60.16%	6,678 (3.40%)	24.05%	4.06	00:04:36	14 (1.41%)	\$677.00 (0.97%)	0.13%
4. en-au	5,893 (1.81%)	58.68%	3,458 (1.76%)	20.94%	3.75	00:04:27	5 (0.50%)	\$118.50 (0.17%)	0.08%
5. ja-jp	5,032 (1.55%)	58.41%	2,939 (1.50%)	25.40%	4.36	00:05:30	0 (0.00%)	\$0.00 (0.00%)	0.00%
6. ja	1,788 (0.55%)	58.22%	1,041 (0.53%)	27.35%	4.85	00:05:27	0 (0.00%)	\$0.00 (0.00%)	0.00%
7. zh-tw	1,037 (0.32%)	65.57%	680 (0.35%)	30.28%	3.83	00:04:37	4 (0.40%)	\$267.00 (0.38%)	0.39%
8. es-419	963 (0.30%)	63.14%	608 (0.31%)	29.91%	3.84	00:04:28	1 (0.10%)	\$45.00 (0.06%)	0.10%
9. es	956 (0.29%)	67.15%	642 (0.33%)	29.60%	3.74	00:05:02	2 (0.20%)	\$90.00 (0.13%)	0.21%
10. es-xl	902 (0.28%)	60.98%	550 (0.28%)	29.82%	3.33	00:03:50	1 (0.10%)	\$0.00 (0.00%)	0.11%

Rows 1 - 10 of 124



DP-1

Profile of General Population and Housing Characteristics: 2010

2010 Demographic Profile Data

NOTE: For more information on confidentiality protection, nonsampling error, and definitions, see <http://www.census.gov/prod/cen2010/doc/dpsf.pdf>.

Geography: Anaheim city, California

Subject	Number	Percent
<b>SEX AND AGE</b>		
Total population	336,265	100.0
Under 5 years	25,754	7.7
5 to 9 years	24,573	7.3
10 to 14 years	25,581	7.6
15 to 19 years	26,571	7.9
20 to 24 years	25,944	7.7
25 to 29 years	27,336	8.1
30 to 34 years	24,687	7.3
35 to 39 years	24,575	7.3
40 to 44 years	24,512	7.3
45 to 49 years	23,596	7.0
50 to 54 years	21,057	6.3
55 to 59 years	17,001	5.1
60 to 64 years	13,856	4.1
65 to 69 years	9,819	2.9
70 to 74 years	7,307	2.2
75 to 79 years	5,637	1.7
80 to 84 years	4,369	1.3
85 years and over	4,090	1.2
Median age (years)	32.4	( X )
16 years and over	254,991	75.8
18 years and over	244,348	72.7
21 years and over	228,674	68.0
62 years and over	39,020	11.6
65 years and over	31,222	9.3
<b>Male population</b>		
Under 5 years	13,231	3.9
5 to 9 years	12,520	3.7
10 to 14 years	12,977	3.9
15 to 19 years	13,597	4.0
20 to 24 years	13,360	4.0
25 to 29 years	14,073	4.2
30 to 34 years	12,613	3.8
35 to 39 years	12,227	3.6
40 to 44 years	12,376	3.7
45 to 49 years	11,754	3.5
50 to 54 years	10,586	3.1
55 to 59 years	8,076	2.4
60 to 64 years	6,591	2.0

Subject	Number	Percent
65 to 69 years	4,543	1.4
70 to 74 years	3,310	1.0
75 to 79 years	2,312	0.7
80 to 84 years	1,726	0.5
85 years and over	1,377	0.4
Median age (years)	31.5	( X )
16 years and over	125,775	37.4
18 years and over	120,378	35.8
21 years and over	112,303	33.4
62 years and over	16,945	5.0
65 years and over	13,268	3.9
Female population	169,016	50.3
Under 5 years	12,523	3.7
5 to 9 years	12,053	3.6
10 to 14 years	12,604	3.7
15 to 19 years	12,974	3.9
20 to 24 years	12,584	3.7
25 to 29 years	13,263	3.9
30 to 34 years	12,074	3.6
35 to 39 years	12,348	3.7
40 to 44 years	12,136	3.6
45 to 49 years	11,842	3.5
50 to 54 years	10,471	3.1
55 to 59 years	8,925	2.7
60 to 64 years	7,265	2.2
65 to 69 years	5,276	1.6
70 to 74 years	3,997	1.2
75 to 79 years	3,325	1.0
80 to 84 years	2,643	0.8
85 years and over	2,713	0.8
Median age (years)	33.5	( X )
16 years and over	129,216	38.4
18 years and over	123,970	36.9
21 years and over	116,371	34.6
62 years and over	22,075	6.6
65 years and over	17,954	5.3
<b>RACE</b>		
Total population	336,265	100.0
One Race	321,401	95.6
White	177,237	52.7
Black or African American	9,347	2.8
American Indian and Alaska Native	2,648	0.8
Asian	49,857	14.8
Asian Indian	4,456	1.3
Chinese	4,738	1.4
Filipino	11,956	3.6
Japanese	2,082	0.6
Korean	6,575	2.0
Vietnamese	14,706	4.4
Other Asian [1]	5,344	1.6
Native Hawaiian and Other Pacific Islander	1,607	0.5
Native Hawaiian	227	0.1
Guamanian or Chamorro	184	0.1
Samoa	766	0.2

Subject	Number	Percent
Other Pacific Islander [2]	430	0.1
Some Other Race	80,705	24.0
Two or More Races	14,864	4.4
White; American Indian and Alaska Native [3]	1,131	0.3
White; Asian [3]	3,322	1.0
White; Black or African American [3]	1,002	0.3
White; Some Other Race [3]	5,914	1.8
Race alone or in combination with one or more other races: [4]		
White	189,689	56.4
Black or African American	11,478	3.4
American Indian and Alaska Native	4,684	1.4
Asian	55,024	16.4
Native Hawaiian and Other Pacific Islander	2,778	0.8
Some Other Race	88,398	26.3
HISPANIC OR LATINO		
Total population	336,265	100.0
Hispanic or Latino (of any race)	177,467	52.8
Mexican	154,554	46.0
Puerto Rican	1,439	0.4
Cuban	945	0.3
Other Hispanic or Latino [5]	20,529	6.1
Not Hispanic or Latino	158,798	47.2
HISPANIC OR LATINO AND RACE		
Total population	336,265	100.0
Hispanic or Latino	177,467	52.8
White alone	84,875	25.2
Black or African American alone	1,138	0.3
American Indian and Alaska Native alone	1,905	0.6
Asian alone	647	0.2
Native Hawaiian and Other Pacific Islander alone	170	0.1
Some Other Race alone	80,077	23.8
Two or More Races	8,655	2.6
Not Hispanic or Latino	158,798	47.2
White alone	92,362	27.5
Black or African American alone	8,209	2.4
American Indian and Alaska Native alone	743	0.2
Asian alone	49,210	14.6
Native Hawaiian and Other Pacific Islander alone	1,437	0.4
Some Other Race alone	628	0.2
Two or More Races	6,209	1.8
RELATIONSHIP		
Total population	336,265	100.0
In households	332,708	98.9
Householder	98,294	29.2
Spouse [6]	52,518	15.6
Child	110,586	32.9
Own child under 18 years	74,633	22.2
Other relatives	44,051	13.1
Under 18 years	14,416	4.3
65 years and over	5,682	1.7
Nonrelatives	27,259	8.1
Under 18 years	2,675	0.8
65 years and over	937	0.3
Unmarried partner	6,906	2.1
In group quarters	3,557	1.1

Subject	Number	Percent
Institutionalized population	1,537	0.5
Male	566	0.2
Female	971	0.3
Noninstitutionalized population	2,020	0.6
Male	1,066	0.3
Female	954	0.3
<b>HOUSEHOLDS BY TYPE</b>		
Total households	98,294	100.0
Family households (families) [7]	74,294	75.6
With own children under 18 years	38,266	38.9
Husband-wife family	52,518	53.4
With own children under 18 years	27,717	28.2
Male householder, no wife present	7,223	7.3
With own children under 18 years	3,190	3.2
Female householder, no husband present	14,553	14.8
With own children under 18 years	7,359	7.5
Nonfamily households [7]	24,000	24.4
Householder living alone	17,448	17.8
Male	7,611	7.7
65 years and over	1,822	1.9
Female	9,837	10.0
65 years and over	4,574	4.7
Households with individuals under 18 years	44,045	44.8
Households with individuals 65 years and over	22,628	23.0
Average household size	3.38	( X )
Average family size [7]	3.79	( X )
<b>HOUSING OCCUPANCY</b>		
Total housing units	104,237	100.0
Occupied housing units	98,294	94.3
Vacant housing units	5,943	5.7
For rent	3,915	3.8
Rented, not occupied	140	0.1
For sale only	819	0.8
Sold, not occupied	217	0.2
For seasonal, recreational, or occasional use	243	0.2
All other vacants	609	0.6
Homeowner vacancy rate (percent) [8]	1.7	( X )
Rental vacancy rate (percent) [9]	7.2	( X )
<b>HOUSING TENURE</b>		
Occupied housing units	98,294	100.0
Owner-occupied housing units	47,677	48.5
Population in owner-occupied housing units	160,843	( X )
Average household size of owner-occupied units	3.37	( X )
Renter-occupied housing units	50,617	51.5
Population in renter-occupied housing units	171,865	( X )
Average household size of renter-occupied units	3.40	( X )

X Not applicable.

[1] Other Asian alone, or two or more Asian categories.

[2] Other Pacific Islander alone, or two or more Native Hawaiian and Other Pacific Islander categories.

[3] One of the four most commonly reported multiple-race combinations nationwide in Census 2000.

[4] In combination with one or more of the other races listed. The six numbers may add to more than the total population, and the six



DP05

ACS DEMOGRAPHIC AND HOUSING ESTIMATES

2012-2016 American Community Survey 5-Year Estimates

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Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>SEX AND AGE</b>				
Total population	346,776	+/-130	346,776	(X)
Male	171,741	+/-1,521	49.5%	+/-0.4
Female	175,035	+/-1,527	50.5%	+/-0.4
Under 5 years	24,981	+/-1,180	7.2%	+/-0.3
5 to 9 years	23,938	+/-962	6.9%	+/-0.3
10 to 14 years	23,985	+/-988	6.9%	+/-0.3
15 to 19 years	24,383	+/-926	7.0%	+/-0.3
20 to 24 years	26,720	+/-1,220	7.7%	+/-0.4
25 to 34 years	55,821	+/-1,697	16.1%	+/-0.5
35 to 44 years	48,130	+/-1,193	13.9%	+/-0.3
45 to 54 years	46,522	+/-1,257	13.4%	+/-0.4
55 to 59 years	19,890	+/-1,046	5.7%	+/-0.3
60 to 64 years	15,678	+/-902	4.5%	+/-0.3
65 to 74 years	21,044	+/-951	6.1%	+/-0.3
75 to 84 years	10,529	+/-633	3.0%	+/-0.2
85 years and over	5,155	+/-580	1.5%	+/-0.2
Median age (years)	33.7	+/-0.5	(X)	(X)
18 years and over	258,909	+/-1,650	74.7%	+/-0.5
21 years and over	244,444	+/-1,639	70.5%	+/-0.5
62 years and over	45,547	+/-1,299	13.1%	+/-0.4
65 years and over	36,728	+/-1,128	10.6%	+/-0.3
18 years and over	258,909	+/-1,650	258,909	(X)
Male	126,699	+/-1,434	48.9%	+/-0.5
Female	132,210	+/-1,445	51.1%	+/-0.5
65 years and over	36,728	+/-1,128	36,728	(X)
Male	15,380	+/-658	41.9%	+/-1.3

Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Female	21,348	+/-832	58.1%	+/-1.3
<b>RACE</b>				
Total population	346,776	+/-130	346,776	(X)
One race	336,076	+/-1,043	96.9%	+/-0.3
Two or more races	10,700	+/-1,068	3.1%	+/-0.3
One race	336,076	+/-1,043	96.9%	+/-0.3
White	242,565	+/-3,612	69.9%	+/-1.0
Black or African American	7,749	+/-986	2.2%	+/-0.3
American Indian and Alaska Native	1,282	+/-420	0.4%	+/-0.1
Cherokee tribal grouping	98	+/-80	0.0%	+/-0.1
Chippewa tribal grouping	0	+/-28	0.0%	+/-0.1
Navajo tribal grouping	67	+/-83	0.0%	+/-0.1
Sioux tribal grouping	15	+/-24	0.0%	+/-0.1
Asian	55,558	+/-2,006	16.0%	+/-0.6
Asian Indian	5,153	+/-919	1.5%	+/-0.3
Chinese	4,908	+/-768	1.4%	+/-0.2
Filipino	13,864	+/-1,371	4.0%	+/-0.4
Japanese	1,897	+/-431	0.5%	+/-0.1
Korean	7,501	+/-983	2.2%	+/-0.3
Vietnamese	17,896	+/-1,444	5.2%	+/-0.4
Other Asian	4,339	+/-721	1.3%	+/-0.2
Native Hawaiian and Other Pacific Islander	1,687	+/-596	0.5%	+/-0.2
Native Hawaiian	379	+/-179	0.1%	+/-0.1
Guamanian or Chamorro	160	+/-146	0.0%	+/-0.1
Samoan	523	+/-376	0.2%	+/-0.1
Other Pacific Islander	625	+/-437	0.2%	+/-0.1
Some other race	27,235	+/-2,474	7.9%	+/-0.7
Two or more races	10,700	+/-1,068	3.1%	+/-0.3
White and Black or African American	1,163	+/-305	0.3%	+/-0.1
White and American Indian and Alaska Native	1,484	+/-450	0.4%	+/-0.1
White and Asian	3,924	+/-616	1.1%	+/-0.2
Black or African American and American Indian and Alaska Native	81	+/-62	0.0%	+/-0.1
<b>Race alone or in combination with one or more other races</b>				
Total population	346,776	+/-130	346,776	(X)
White	251,882	+/-3,259	72.6%	+/-0.9
Black or African American	9,951	+/-1,027	2.9%	+/-0.3
American Indian and Alaska Native	3,412	+/-735	1.0%	+/-0.2
Asian	60,835	+/-2,136	17.5%	+/-0.6
Native Hawaiian and Other Pacific Islander	2,744	+/-750	0.8%	+/-0.2
Some other race	29,685	+/-2,555	8.6%	+/-0.7
<b>HISPANIC OR LATINO AND RACE</b>				
Total population	346,776	+/-130	346,776	(X)
Hispanic or Latino (of any race)	185,945	+/-2,693	53.6%	+/-0.8
Mexican	164,064	+/-2,814	47.3%	+/-0.8
Puerto Rican	1,649	+/-432	0.5%	+/-0.1
Cuban	1,110	+/-313	0.3%	+/-0.1
Other Hispanic or Latino	19,122	+/-1,630	5.5%	+/-0.5
Not Hispanic or Latino	160,831	+/-2,708	46.4%	+/-0.8
White alone	90,059	+/-2,069	26.0%	+/-0.6
Black or African American alone	7,346	+/-959	2.1%	+/-0.3
American Indian and Alaska Native alone	491	+/-248	0.1%	+/-0.1
Asian alone	54,762	+/-2,017	15.8%	+/-0.6
Native Hawaiian and Other Pacific Islander alone	1,476	+/-572	0.4%	+/-0.2

Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Some other race alone	447	+/-290	0.1%	+/-0.1
Two or more races	6,250	+/-724	1.8%	+/-0.2
Two races including Some other race	285	+/-155	0.1%	+/-0.1
Two races excluding Some other race, and Three or more races	5,965	+/-728	1.7%	+/-0.2
Total housing units	104,763	+/-1,282	(X)	(X)
CITIZEN, VOTING AGE POPULATION				
Citizen, 18 and over population	191,603	+/-2,820	191,603	(X)
Male	93,649	+/-1,768	48.9%	+/-0.6
Female	97,954	+/-1,887	51.1%	+/-0.6

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

For more information on understanding race and Hispanic origin data, please see the Census 2010 Brief entitled, Overview of Race and Hispanic Origin: 2010, issued March 2011. (pdf format)

While the 2012-2016 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

#### Explanation of Symbols:

1. An '\*\*\*' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '\*\*\*\*' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '\*\*\*\*\*' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.



DP02

SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

2012-2016 American Community Survey 5-Year Estimates

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Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>HOUSEHOLDS BY TYPE</b>				
Total households	100,004	+/-1,150	100,004	(X)
Family households (families)	75,187	+/-1,044	75.2%	+/-0.9
With own children of the householder under 18 years	36,763	+/-936	36.8%	+/-0.9
Married-couple family	53,265	+/-1,141	53.3%	+/-1.0
With own children of the householder under 18 years	26,664	+/-845	26.7%	+/-0.8
Male householder, no wife present, family	6,333	+/-491	6.3%	+/-0.5
With own children of the householder under 18 years	2,380	+/-336	2.4%	+/-0.3
Female householder, no husband present, family	15,589	+/-842	15.6%	+/-0.8
With own children of the householder under 18 years	7,719	+/-591	7.7%	+/-0.6
Nonfamily households	24,817	+/-974	24.8%	+/-0.9
Householder living alone	17,766	+/-820	17.8%	+/-0.7
65 years and over	6,788	+/-531	6.8%	+/-0.5
Households with one or more people under 18 years	42,605	+/-860	42.6%	+/-0.9
Households with one or more people 65 years and over	24,219	+/-753	24.2%	+/-0.7
Average household size	3.42	+/-0.04	(X)	(X)
Average family size	3.89	+/-0.05	(X)	(X)
<b>RELATIONSHIP</b>				
Population in households	342,043	+/-482	342,043	(X)
Householder	100,004	+/-1,150	29.2%	+/-0.3
Spouse	53,223	+/-1,133	15.6%	+/-0.3
Child	116,452	+/-1,938	34.0%	+/-0.6
Other relatives	47,951	+/-2,594	14.0%	+/-0.8
Nonrelatives	24,413	+/-1,446	7.1%	+/-0.4
Unmarried partner	6,932	+/-630	2.0%	+/-0.2

Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>MARITAL STATUS</b>				
Males 15 years and over	134,455	+/-1,451	134,455	(X)
Never married	54,888	+/-1,527	40.8%	+/-0.9
Now married, except separated	64,642	+/-1,156	48.1%	+/-0.9
Separated	2,859	+/-504	2.1%	+/-0.4
Widowed	2,586	+/-321	1.9%	+/-0.2
Divorced	9,480	+/-661	7.1%	+/-0.5
Females 15 years and over	139,417	+/-1,527	139,417	(X)
Never married	46,768	+/-1,466	33.5%	+/-0.9
Now married, except separated	63,524	+/-1,124	45.6%	+/-0.9
Separated	5,305	+/-556	3.8%	+/-0.4
Widowed	10,066	+/-707	7.2%	+/-0.5
Divorced	13,754	+/-851	9.9%	+/-0.6
<b>FERTILITY</b>				
Number of women 15 to 50 years old who had a birth in the past 12 months	3,929	+/-388	3,929	(X)
Unmarried women (widowed, divorced, and never married)	1,239	+/-280	31.5%	+/-5.8
Per 1,000 unmarried women	25	+/-6	(X)	(X)
Per 1,000 women 15 to 50 years old	43	+/-4	(X)	(X)
Per 1,000 women 15 to 19 years old	18	+/-9	(X)	(X)
Per 1,000 women 20 to 34 years old	62	+/-8	(X)	(X)
Per 1,000 women 35 to 50 years old	31	+/-6	(X)	(X)
<b>GRANDPARENTS</b>				
Number of grandparents living with own grandchildren under 18 years	13,057	+/-1,001	13,057	(X)
Grandparents responsible for grandchildren	2,363	+/-332	18.1%	+/-2.3
Years responsible for grandchildren				
Less than 1 year	478	+/-164	3.7%	+/-1.2
1 or 2 years	532	+/-190	4.1%	+/-1.4
3 or 4 years	279	+/-112	2.1%	+/-0.9
5 or more years	1,074	+/-254	8.2%	+/-1.9
Number of grandparents responsible for own grandchildren under 18 years	2,363	+/-332	2,363	(X)
Who are female	1,395	+/-185	59.0%	+/-4.3
Who are married	1,627	+/-317	68.9%	+/-7.8
<b>SCHOOL ENROLLMENT</b>				
Population 3 years and over enrolled in school	97,020	+/-1,944	97,020	(X)
Nursery school, preschool	5,053	+/-478	5.2%	+/-0.5
Kindergarten	4,735	+/-526	4.9%	+/-0.5
Elementary school (grades 1-8)	38,538	+/-1,420	39.7%	+/-1.1
High school (grades 9-12)	20,366	+/-868	21.0%	+/-0.8
College or graduate school	28,328	+/-1,153	29.2%	+/-1.0
<b>EDUCATIONAL ATTAINMENT</b>				
Population 25 years and over	222,769	+/-1,616	222,769	(X)
Less than 9th grade	30,438	+/-1,693	13.7%	+/-0.8
9th to 12th grade, no diploma	22,921	+/-1,154	10.3%	+/-0.5
High school graduate (includes equivalency)	52,022	+/-1,832	23.4%	+/-0.8
Some college, no degree	47,630	+/-1,642	21.4%	+/-0.8
Associate's degree	14,470	+/-1,010	6.5%	+/-0.4
Bachelor's degree	40,003	+/-1,464	18.0%	+/-0.6
Graduate or professional degree	15,285	+/-847	6.9%	+/-0.4
Percent high school graduate or higher	(X)	(X)	76.0%	+/-0.8
Percent bachelor's degree or higher	(X)	(X)	24.8%	+/-0.7

Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>VETERAN STATUS</b>				
Civilian population 18 years and over	258,804	+/-1,653	258,804	(X)
Civilian veterans	10,578	+/-608	4.1%	+/-0.2
<b>DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION</b>				
Total Civilian Noninstitutionalized Population	344,728	+/-320	344,728	(X)
With a disability	29,404	+/-1,310	8.5%	+/-0.4
Under 18 years	87,817	+/-1,636	87,817	(X)
With a disability	2,170	+/-317	2.5%	+/-0.4
18 to 64 years	221,397	+/-1,741	221,397	(X)
With a disability	14,646	+/-908	6.6%	+/-0.4
65 years and over	35,514	+/-1,092	35,514	(X)
With a disability	12,588	+/-925	35.4%	+/-2.1
<b>RESIDENCE 1 YEAR AGO</b>				
Population 1 year and over	342,862	+/-432	342,862	(X)
Same house	297,184	+/-2,426	86.7%	+/-0.7
Different house in the U.S.	43,659	+/-2,448	12.7%	+/-0.7
Same county	32,955	+/-2,065	9.6%	+/-0.6
Different county	10,704	+/-1,331	3.1%	+/-0.4
Same state	8,319	+/-1,192	2.4%	+/-0.3
Different state	2,385	+/-439	0.7%	+/-0.1
Abroad	2,019	+/-461	0.6%	+/-0.1
<b>PLACE OF BIRTH</b>				
Total population	346,776	+/-130	346,776	(X)
Native	218,691	+/-2,363	63.1%	+/-0.7
Born in United States	214,929	+/-2,451	62.0%	+/-0.7
State of residence	178,182	+/-2,565	51.4%	+/-0.7
Different state	36,747	+/-1,231	10.6%	+/-0.4
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	3,762	+/-519	1.1%	+/-0.1
Foreign born	128,085	+/-2,335	36.9%	+/-0.7
<b>U.S. CITIZENSHIP STATUS</b>				
Foreign-born population	128,085	+/-2,335	128,085	(X)
Naturalized U.S. citizen	56,375	+/-1,801	44.0%	+/-1.4
Not a U.S. citizen	71,710	+/-2,577	56.0%	+/-1.4
<b>YEAR OF ENTRY</b>				
Population born outside the United States	131,847	+/-2,423	131,847	(X)
Native	3,762	+/-519	3,762	(X)
Entered 2010 or later	580	+/-178	15.4%	+/-4.5
Entered before 2010	3,182	+/-495	84.6%	+/-4.5
Foreign born	128,085	+/-2,335	128,085	(X)
Entered 2010 or later	7,372	+/-881	5.8%	+/-0.7
Entered before 2010	120,713	+/-2,262	94.2%	+/-0.7
<b>WORLD REGION OF BIRTH OF FOREIGN BORN</b>				
Foreign-born population, excluding population born at sea	128,085	+/-2,335	128,085	(X)
Europe	3,323	+/-441	2.6%	+/-0.3
Asia	41,197	+/-1,605	32.2%	+/-1.1

Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Africa	1,915	+/-387	1.5%	+/-0.3
Oceania	345	+/-158	0.3%	+/-0.1
Latin America	80,363	+/-1,989	62.7%	+/-1.1
Northern America	942	+/-190	0.7%	+/-0.1
<b>LANGUAGE SPOKEN AT HOME</b>				
Population 5 years and over	321,795	+/-1,204	321,795	(X)
English only	123,054	+/-3,150	38.2%	+/-0.9
Language other than English	198,741	+/-2,985	61.8%	+/-0.9
Speak English less than "very well"	86,703	+/-2,204	26.9%	+/-0.7
Spanish	143,599	+/-2,881	44.6%	+/-0.9
Speak English less than "very well"	62,277	+/-1,968	19.4%	+/-0.6
Other Indo-European languages	10,304	+/-1,101	3.2%	+/-0.3
Speak English less than "very well"	3,288	+/-513	1.0%	+/-0.2
Asian and Pacific Islander languages	39,701	+/-1,717	12.3%	+/-0.5
Speak English less than "very well"	19,242	+/-1,098	6.0%	+/-0.3
Other languages	5,137	+/-952	1.6%	+/-0.3
Speak English less than "very well"	1,896	+/-432	0.6%	+/-0.1
<b>ANCESTRY</b>				
Total population	346,776	+/-130	346,776	(X)
American	32,224	+/-2,513	9.3%	+/-0.7
Arab	4,541	+/-890	1.3%	+/-0.3
Czech	432	+/-140	0.1%	+/-0.1
Danish	837	+/-211	0.2%	+/-0.1
Dutch	2,541	+/-435	0.7%	+/-0.1
English	12,279	+/-1,011	3.5%	+/-0.3
French (except Basque)	3,611	+/-528	1.0%	+/-0.2
French Canadian	630	+/-206	0.2%	+/-0.1
German	18,574	+/-1,386	5.4%	+/-0.4
Greek	534	+/-168	0.2%	+/-0.1
Hungarian	859	+/-266	0.2%	+/-0.1
Irish	13,780	+/-944	4.0%	+/-0.3
Italian	8,003	+/-929	2.3%	+/-0.3
Lithuanian	318	+/-126	0.1%	+/-0.1
Norwegian	1,796	+/-319	0.5%	+/-0.1
Polish	2,854	+/-454	0.8%	+/-0.1
Portuguese	700	+/-192	0.2%	+/-0.1
Russian	1,275	+/-240	0.4%	+/-0.1
Scotch-Irish	924	+/-198	0.3%	+/-0.1
Scottish	2,498	+/-336	0.7%	+/-0.1
Slovak	190	+/-112	0.1%	+/-0.1
Subsaharan African	1,552	+/-482	0.4%	+/-0.1
Swedish	1,826	+/-297	0.5%	+/-0.1
Swiss	280	+/-112	0.1%	+/-0.1
Ukrainian	279	+/-87	0.1%	+/-0.1
Welsh	867	+/-198	0.3%	+/-0.1
West Indian (excluding Hispanic origin groups)	196	+/-113	0.1%	+/-0.1
<b>COMPUTERS AND INTERNET USE</b>				
Total households	(X)	(X)	(X)	(X)
With a computer	(X)	(X)	(X)	(X)
With a broadband Internet subscription	(X)	(X)	(X)	(X)

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data).



S0501

SELECTED CHARACTERISTICS OF THE NATIVE AND FOREIGN-BORN POPULATIONS

2012-2016 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

**Tell us what you think.** Provide feedback to help make American Community Survey data more useful for you.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Anaheim city, California				
	Total		Native		Foreign born
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Total population	346,776	+/-130	218,691	+/-2,363	128,085
<b>SEX AND AGE</b>					
Male	49.5%	+/-0.4	50.2%	+/-0.6	48.3%
Female	50.5%	+/-0.4	49.8%	+/-0.6	51.7%
Under 5 years	7.2%	+/-0.3	11.2%	+/-0.5	0.3%
5 to 17 years	18.1%	+/-0.5	26.4%	+/-0.7	4.0%
18 to 24 years	10.4%	+/-0.4	13.3%	+/-0.6	5.5%
25 to 44 years	30.0%	+/-0.5	22.8%	+/-0.7	42.3%
45 to 54 years	13.4%	+/-0.4	8.9%	+/-0.4	21.1%
55 to 64 years	10.3%	+/-0.4	8.1%	+/-0.4	13.9%
65 to 74 years	6.1%	+/-0.3	4.9%	+/-0.3	8.1%
75 to 84 years	3.0%	+/-0.2	2.7%	+/-0.3	3.5%
85 years and over	1.5%	+/-0.2	1.6%	+/-0.3	1.3%
Median age (years)	33.7	+/-0.5	24.5	+/-0.4	44.1
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>					
One race	96.9%	+/-0.3	95.9%	+/-0.4	98.6%
White	69.9%	+/-1.0	76.5%	+/-1.1	58.7%
Black or African American	2.2%	+/-0.3	2.9%	+/-0.4	1.1%
American Indian and Alaska Native	0.4%	+/-0.1	0.5%	+/-0.1	0.2%
Asian	16.0%	+/-0.6	8.5%	+/-0.5	28.8%
Native Hawaiian and Other Pacific Islander	0.5%	+/-0.2	0.7%	+/-0.2	0.2%
Some other race	7.9%	+/-0.7	6.8%	+/-0.7	9.6%
Two or more races	3.1%	+/-0.3	4.1%	+/-0.4	1.4%
Hispanic or Latino origin (of any race)	53.6%	+/-0.8	48.5%	+/-1.0	62.4%
White alone, not Hispanic or Latino	26.0%	+/-0.6	37.1%	+/-0.8	6.9%
<b>HOUSEHOLD TYPE</b>					
In married-couple family	62.7%	+/-1.1	61.1%	+/-1.3	65.3%

Subject	Anaheim city, California				
	Total		Native		Foreign born
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
In other households	36.0%	+/-1.1	37.1%	+/-1.2	34.1%
Average household size	3.42	+/-0.04	2.81	+/-0.05	4.08
Average family size	3.89	+/-0.05	3.39	+/-0.06	4.32
<b>MARITAL STATUS</b>					
Population 15 years and over	273,872	+/-1,586	148,987	+/-2,582	124,885
Never married	37.1%	+/-0.7	48.6%	+/-0.9	23.4%
Now married, except separated	46.8%	+/-0.8	35.8%	+/-0.9	60.0%
Divorced or separated	11.5%	+/-0.4	10.9%	+/-0.6	12.1%
Widowed	4.6%	+/-0.3	4.7%	+/-0.4	4.5%
<b>SCHOOL ENROLLMENT</b>					
Population 3 years and over enrolled in school	97,020	+/-1,944	84,136	+/-1,909	12,884
Nursery school, preschool	5.2%	+/-0.5	6.0%	+/-0.6	0.2%
Elementary school (grades K-8)	44.6%	+/-1.1	48.7%	+/-1.2	18.2%
High school (grades 9-12)	21.0%	+/-0.8	20.6%	+/-0.9	23.8%
College or graduate school	29.2%	+/-1.0	24.8%	+/-1.1	57.9%
<b>EDUCATIONAL ATTAINMENT</b>					
Population 25 years and over	222,769	+/-1,616	107,254	+/-2,225	115,515
Less than high school graduate	24.0%	+/-0.8	8.1%	+/-0.7	38.7%
High school graduate (includes equivalency)	23.4%	+/-0.8	25.1%	+/-1.1	21.7%
Some college or associate's degree	27.9%	+/-0.8	37.7%	+/-1.1	18.7%
Bachelor's degree	18.0%	+/-0.6	20.7%	+/-0.9	15.4%
Graduate or professional degree	6.9%	+/-0.4	8.4%	+/-0.6	5.5%
<b>LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH</b>					
Population 5 years and over	321,795	+/-1,204	194,145	+/-2,653	127,650
English only	38.2%	+/-0.9	59.9%	+/-1.2	5.4%
Language other than English	61.8%	+/-0.9	40.1%	+/-1.2	94.6%
Speak English less than "very well"	26.9%	+/-0.7	4.4%	+/-0.4	61.2%
<b>EMPLOYMENT STATUS</b>					
Population 16 years and over	268,644	+/-1,643	144,635	+/-2,544	124,009
In labor force	67.6%	+/-0.6	66.2%	+/-1.1	69.3%
Civilian labor force	67.6%	+/-0.6	66.1%	+/-1.0	69.3%
Employed	62.1%	+/-0.7	59.9%	+/-1.0	64.7%
Unemployed	5.5%	+/-0.3	6.3%	+/-0.4	4.6%
Percent of civilian labor force	8.1%	+/-0.5	9.5%	+/-0.6	6.6%
Armed Forces	0.0%	+/-0.1	0.1%	+/-0.1	0.0%
Not in labor force	32.4%	+/-0.6	33.8%	+/-1.1	30.7%
Civilian employed population 16 years and over	166,854	+/-2,247	86,610	+/-2,251	80,244
<b>CLASS OF WORKER</b>					
Private wage and salary workers	85.1%	+/-0.7	84.4%	+/-0.9	85.9%
Government workers	9.2%	+/-0.5	11.6%	+/-0.7	6.7%
Self-employed workers in own not incorporated business	5.5%	+/-0.4	4.0%	+/-0.4	7.1%
Unpaid family workers	0.2%	+/-0.1	0.1%	+/-0.1	0.3%
<b>OCCUPATION</b>					
Management, business, science, and arts occupations	29.0%	+/-0.9	35.7%	+/-1.2	21.7%
Service occupations	21.8%	+/-0.8	18.0%	+/-1.1	25.8%
Sales and office occupations	24.5%	+/-0.8	30.6%	+/-1.1	18.0%
Natural resources, construction, and maintenance occupations	9.4%	+/-0.6	6.2%	+/-0.6	13.0%
Production, transportation, and material moving occupations	15.2%	+/-0.7	9.5%	+/-0.8	21.4%

Subject	Anaheim city, California				
	Total		Native		Foreign born
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
<b>INDUSTRY</b>					
Agriculture, forestry, fishing and hunting, and mining	0.4%	+/-0.1	0.3%	+/-0.1	0.5%
Construction	7.5%	+/-0.6	5.1%	+/-0.6	10.1%
Manufacturing	13.4%	+/-0.6	9.7%	+/-0.7	17.2%
Wholesale trade	4.2%	+/-0.4	4.4%	+/-0.5	4.0%
Retail trade	11.1%	+/-0.7	13.3%	+/-0.9	8.8%
Transportation and warehousing, and utilities	3.6%	+/-0.4	3.6%	+/-0.6	3.7%
Information	1.8%	+/-0.2	2.4%	+/-0.4	1.2%
Finance and insurance, and real estate and rental and leasing	6.6%	+/-0.4	7.9%	+/-0.7	5.2%
Professional, scientific, and management, and administrative and waste management services	12.5%	+/-0.6	12.3%	+/-0.9	12.6%
Educational services, and health care and social assistance	17.7%	+/-0.7	19.4%	+/-0.8	15.9%
Arts, entertainment, and recreation, and accommodation and food services	13.5%	+/-0.6	14.4%	+/-0.9	12.6%
Other services (except public administration)	5.1%	+/-0.5	3.9%	+/-0.4	6.4%
Public administration	2.6%	+/-0.3	3.4%	+/-0.4	1.7%
<b>EARNINGS IN THE PAST 12 MONTHS (IN 2016 INFLATION-ADJUSTED DOLLARS) FOR FULL-TIME, YEAR-ROUND WORKERS</b>					
Population 16 years and over with earnings	113,550	+/-1,921	56,276	+/-1,850	57,274
\$1 to \$9,999 or loss	1.5%	+/-0.3	1.3%	+/-0.3	1.6%
\$10,000 to \$14,999	4.1%	+/-0.5	2.6%	+/-0.5	5.6%
\$15,000 to \$24,999	19.0%	+/-0.9	13.4%	+/-1.1	24.6%
\$25,000 to \$34,999	18.1%	+/-1.0	16.2%	+/-1.2	20.0%
\$35,000 to \$49,999	19.2%	+/-0.8	18.1%	+/-1.2	20.3%
\$50,000 to \$74,999	18.5%	+/-1.0	22.2%	+/-1.2	14.9%
\$75,000 or more	19.6%	+/-0.7	26.2%	+/-1.3	13.1%
<b>Median earnings (dollars) for full-time, year-round workers:</b>					
Male	40,840	+/-649	51,006	+/-1,213	34,961
Female	38,314	+/-1,082	45,297	+/-1,519	31,643
<b>INCOME IN THE PAST 12 MONTHS (IN 2016 INFLATION-ADJUSTED DOLLARS)</b>					
Households	100,004	+/-1,150	52,030	+/-1,182	47,974
With earnings	85.8%	+/-0.7	81.6%	+/-1.0	90.3%
Mean earnings (dollars)	81,658	+/-1,444	90,266	+/-2,325	73,223
With Social Security income	22.9%	+/-0.7	27.4%	+/-1.2	18.0%
Mean Social Security income (dollars)	17,663	+/-436	19,085	+/-586	15,317
With Supplemental Security Income	6.0%	+/-0.5	5.5%	+/-0.6	6.6%
Mean Supplemental Security Income (dollars)	9,295	+/-371	9,591	+/-709	9,025
With cash public assistance income	3.0%	+/-0.4	2.7%	+/-0.5	3.4%
Mean cash public assistance income (dollars)	4,973	+/-447	4,673	+/-607	5,233
With retirement income	13.0%	+/-0.7	17.7%	+/-1.0	7.8%
Mean retirement income (dollars)	23,669	+/-1,473	27,075	+/-1,901	15,339
With Food Stamp/SNAP benefits	11.7%	+/-0.7	7.6%	+/-0.7	16.3%
Median Household income (dollars)	61,826	+/-1,283	70,038	+/-2,661	54,584
Average number of workers per household	1.63	+/-0.03	1.41	+/-0.03	1.86
<b>POVERTY STATUS IN THE PAST 12 MONTHS</b>					
Population for whom poverty status is determined	343,037	+/-494	215,695	+/-2,377	127,342
Below 100 percent of the poverty level	16.2%	+/-1.0	16.1%	+/-1.0	16.4%
100 to 199 percent of the poverty level	23.1%	+/-1.1	21.0%	+/-1.1	26.7%
At or above 200 percent of the poverty level	60.6%	+/-1.1	62.9%	+/-1.2	56.9%

Subject	Anaheim city, California				
	Total		Native		Foreign born
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
<b>POVERTY RATES FOR FAMILIES FOR WHOM POVERTY STATUS IS DETERMINED</b>					
All families	13.2%	+/-1.0	7.6%	+/-0.9	17.9%
With related children of the householder under 18 years	19.4%	+/-1.5	11.7%	+/-1.7	24.2%
With related children of the householder under 5 years only	13.4%	+/-2.8	8.9%	+/-3.4	17.7%
Married-couple family	8.4%	+/-0.8	3.2%	+/-0.7	12.8%
With related children of the householder under 18 years	12.5%	+/-1.4	4.7%	+/-1.5	17.0%
With related children of the householder under 5 years only	8.0%	+/-3.0	3.7%	+/-2.6	11.8%
Female householder, no husband present, family	28.6%	+/-2.7	21.3%	+/-3.1	35.2%
With related children of the householder under 18 years	38.8%	+/-3.6	29.4%	+/-4.8	46.4%
With related children of the householder under 5 years only	37.6%	+/-10.8	27.2%	+/-12.9	54.7%
Occupied housing units	100,004	+/-1,150	52,030	+/-1,182	47,974
<b>HOUSING TENURE</b>					
Owner-occupied housing units	45.3%	+/-0.9	51.8%	+/-1.4	38.2%
Renter-occupied housing units	54.7%	+/-0.9	48.2%	+/-1.4	61.8%
Average household size of owner-occupied unit	3.43	+/-0.05	2.87	+/-0.06	4.26
Average household size of renter-occupied unit	3.41	+/-0.06	2.75	+/-0.08	3.97
<b>ROOMS</b>					
1 room	2.3%	+/-0.3	2.4%	+/-0.4	2.2%
2 or 3 rooms	20.8%	+/-0.9	17.8%	+/-1.3	24.0%
4 or 5 rooms	40.6%	+/-1.0	37.0%	+/-1.6	44.5%
6 or 7 rooms	25.6%	+/-0.7	28.9%	+/-1.4	22.1%
8 or more rooms	10.6%	+/-0.6	13.9%	+/-0.9	7.1%
Median number of rooms	4.7	+/-0.1	5.1	+/-0.1	4.4
1.01 or more occupants per room	15.7%	+/-0.7	5.8%	+/-0.7	26.4%
<b>VEHICLES AVAILABLE</b>					
None	6.3%	+/-0.5	6.4%	+/-0.7	6.1%
1 or more	93.7%	+/-0.5	93.6%	+/-0.7	93.9%
<b>SELECTED CHARACTERISTICS</b>					
No telephone service available	2.0%	+/-0.3	2.2%	+/-0.4	1.7%
Limited English Speaking Households	13.1%	+/-0.7	1.0%	+/-0.2	26.2%
Owner-occupied housing units	45,271	+/-974	26,967	+/-882	18,304
<b>SELECTED MONTHLY OWNER COSTS AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS</b>					
Less than 30 percent	65.0%	+/-1.5	68.9%	+/-1.9	59.3%
30 percent or more	35.0%	+/-1.5	31.1%	+/-1.9	40.7%
Renter-occupied housing units	54,733	+/-1,126	25,063	+/-1,013	29,670
<b>GROSS RENT AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS</b>					
Less than 30 percent	39.9%	+/-1.4	42.3%	+/-1.8	37.9%
30 percent or more	60.1%	+/-1.4	57.7%	+/-1.8	62.1%

Subject	Anaheim city, California				
	Foreign born	Foreign born; Naturalized citizen		Foreign born; Not a U.S. citizen	
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total population	+/-2,335	56,375	+/-1,801	71,710	+/-2,577
<b>SEX AND AGE</b>					
Male	+/-0.6	47.0%	+/-1.1	49.4%	+/-1.2
Female	+/-0.6	53.0%	+/-1.1	50.6%	+/-1.2
<b>Under 5 years</b>					
Under 5 years	+/-0.1	0.2%	+/-0.1	0.4%	+/-0.2
5 to 17 years	+/-0.5	1.7%	+/-0.4	5.7%	+/-0.9
18 to 24 years	+/-0.4	2.6%	+/-0.5	7.8%	+/-0.8
25 to 44 years	+/-1.0	32.8%	+/-1.4	49.7%	+/-1.4
45 to 54 years	+/-0.9	22.0%	+/-1.3	20.4%	+/-1.3
55 to 64 years	+/-0.6	19.9%	+/-1.2	9.2%	+/-0.8
65 to 74 years	+/-0.6	12.7%	+/-0.9	4.4%	+/-0.8
75 to 84 years	+/-0.3	5.8%	+/-0.7	1.8%	+/-0.4
85 years and over	+/-0.2	2.3%	+/-0.4	0.6%	+/-0.2
Median age (years)	+/-0.5	50.8	+/-0.7	40.0	+/-0.7
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>					
One race	+/-0.3	98.2%	+/-0.4	99.0%	+/-0.3
White	+/-1.5	42.1%	+/-1.9	71.8%	+/-2.0
Black or African American	+/-0.3	1.4%	+/-0.4	0.8%	+/-0.3
American Indian and Alaska Native	+/-0.1	0.2%	+/-0.2	0.2%	+/-0.1
Asian	+/-1.0	47.9%	+/-1.7	13.8%	+/-1.4
Native Hawaiian and Other Pacific Islander	+/-0.1	0.3%	+/-0.2	0.1%	+/-0.1
Some other race	+/-1.1	6.4%	+/-0.9	12.2%	+/-1.6
Two or more races	+/-0.3	1.8%	+/-0.4	1.0%	+/-0.3
Hispanic or Latino origin (of any race)	+/-1.1	38.5%	+/-2.0	81.2%	+/-1.4
White alone, not Hispanic or Latino	+/-0.7	11.0%	+/-1.1	3.6%	+/-0.6
<b>HOUSEHOLD TYPE</b>					
In married-couple family	+/-1.5	66.8%	+/-1.9	64.0%	+/-2.1
In other households	+/-1.5	32.2%	+/-1.9	35.6%	+/-2.0
Average household size	+/-0.06	3.59	+/-0.08	4.65	+/-0.12
Average family size	+/-0.07	3.99	+/-0.09	4.66	+/-0.11
<b>MARITAL STATUS</b>					
Population 15 years and over	+/-2,177	55,714	+/-1,745	69,171	+/-2,485
Never married	+/-1.1	16.7%	+/-1.4	28.9%	+/-1.3
Now married, except separated	+/-1.4	63.7%	+/-1.6	56.9%	+/-1.9
Divorced or separated	+/-0.8	13.2%	+/-1.1	11.2%	+/-1.1
Widowed	+/-0.4	6.4%	+/-0.8	3.0%	+/-0.4
<b>SCHOOL ENROLLMENT</b>					
Population 3 years and over enrolled in school	+/-891	4,382	+/-560	8,502	+/-911
Nursery school, preschool	+/-0.2	0.1%	+/-0.3	0.2%	+/-0.3
Elementary school (grades K-8)	+/-2.7	11.3%	+/-3.8	21.7%	+/-3.5
High school (grades 9-12)	+/-2.7	12.2%	+/-3.5	29.7%	+/-3.7
College or graduate school	+/-3.7	76.4%	+/-4.8	48.4%	+/-4.6
<b>EDUCATIONAL ATTAINMENT</b>					
Population 25 years and over	+/-1,880	53,803	+/-1,673	61,712	+/-2,177
Less than high school graduate	+/-1.2	23.2%	+/-1.4	52.2%	+/-1.9
High school graduate (includes equivalency)	+/-1.1	20.7%	+/-1.3	22.6%	+/-1.5
Some college or associate's degree	+/-0.8	24.6%	+/-1.5	13.6%	+/-1.3
Bachelor's degree	+/-0.8	22.9%	+/-1.3	8.8%	+/-1.0
Graduate or professional degree	+/-0.5	8.5%	+/-0.9	2.8%	+/-0.4

Subject	Anaheim city, California				
	Foreign born	Foreign born; Naturalized citizen		Foreign born; Not a U.S. citizen	
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
<b>LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH</b>					
Population 5 years and over	+/-2,326	56,249	+/-1,778	71,401	+/-2,586
English only	+/-0.5	8.1%	+/-0.8	3.2%	+/-0.5
Language other than English	+/-0.5	91.9%	+/-0.8	96.8%	+/-0.5
Speak English less than "very well"	+/-1.2	49.1%	+/-2.1	70.7%	+/-1.4
<b>EMPLOYMENT STATUS</b>					
Population 16 years and over	+/-2,172	55,497	+/-1,765	68,512	+/-2,469
In labor force	+/-0.9	67.6%	+/-1.3	70.6%	+/-1.2
Civilian labor force	+/-0.9	67.6%	+/-1.3	70.6%	+/-1.2
Employed	+/-1.1	64.2%	+/-1.4	65.2%	+/-1.3
Unemployed	+/-0.5	3.5%	+/-0.5	5.5%	+/-0.7
Percent of civilian labor force	+/-0.7	5.1%	+/-0.8	7.8%	+/-1.0
Armed Forces	+/-0.1	0.0%	+/-0.1	0.0%	+/-0.1
Not in labor force	+/-0.9	32.4%	+/-1.3	29.4%	+/-1.2
Civilian employed population 16 years and over	+/-1,977	35,605	+/-1,411	44,639	+/-1,988
<b>CLASS OF WORKER</b>					
Private wage and salary workers	+/-1.1	81.0%	+/-1.5	89.8%	+/-1.4
Government workers	+/-0.7	11.7%	+/-1.1	2.7%	+/-0.7
Self-employed workers in own not incorporated business	+/-0.7	6.9%	+/-1.0	7.3%	+/-1.0
Unpaid family workers	+/-0.1	0.3%	+/-0.2	0.2%	+/-0.2
<b>OCCUPATION</b>					
Management, business, science, and arts occupations	+/-1.2	35.5%	+/-2.0	10.7%	+/-1.1
Service occupations	+/-1.3	18.6%	+/-1.6	31.6%	+/-2.0
Sales and office occupations	+/-1.0	21.9%	+/-1.7	14.9%	+/-1.4
Natural resources, construction, and maintenance occupations	+/-1.1	7.1%	+/-1.0	17.6%	+/-1.7
Production, transportation, and material moving occupations	+/-1.1	16.9%	+/-1.4	25.1%	+/-1.7
<b>INDUSTRY</b>					
Agriculture, forestry, fishing and hunting, and mining	+/-0.2	0.3%	+/-0.2	0.7%	+/-0.3
Construction	+/-1.0	4.6%	+/-0.9	14.4%	+/-1.6
Manufacturing	+/-0.9	18.1%	+/-1.4	16.6%	+/-1.5
Wholesale trade	+/-0.6	3.9%	+/-0.7	4.1%	+/-0.9
Retail trade	+/-0.8	9.2%	+/-1.3	8.5%	+/-1.0
Transportation and warehousing, and utilities	+/-0.6	4.2%	+/-0.8	3.3%	+/-0.9
Information	+/-0.3	1.5%	+/-0.5	1.0%	+/-0.4
Finance and insurance, and real estate and rental and leasing	+/-0.7	7.2%	+/-1.0	3.6%	+/-0.8
Professional, scientific, and management, and administrative and waste management services	+/-0.9	10.9%	+/-1.1	14.0%	+/-1.3
Educational services, and health care and social assistance	+/-0.9	23.1%	+/-1.7	10.2%	+/-1.1
Arts, entertainment, and recreation, and accommodation and food services	+/-0.9	7.9%	+/-1.1	16.4%	+/-1.4
Other services (except public administration)	+/-0.8	5.8%	+/-0.8	6.9%	+/-1.2
Public administration	+/-0.3	3.3%	+/-0.7	0.4%	+/-0.2
<b>EARNINGS IN THE PAST 12 MONTHS (IN 2016 INFLATION-ADJUSTED DOLLARS) FOR FULL-TIME, YEAR-ROUND WORKERS</b>					
Population 16 years and over with earnings	+/-1,705	27,113	+/-1,175	30,161	+/-1,563
\$1 to \$9,999 or loss	+/-0.4	1.7%	+/-0.7	1.6%	+/-0.5
\$10,000 to \$14,999	+/-0.7	2.8%	+/-0.6	8.0%	+/-1.3
\$15,000 to \$24,999	+/-1.5	13.4%	+/-1.4	34.6%	+/-2.4
\$25,000 to \$34,999	+/-1.4	16.1%	+/-1.6	23.4%	+/-2.1

Subject	Anaheim city, California				
	Foreign born	Foreign born; Naturalized citizen		Foreign born; Not a U.S. citizen	
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
\$35,000 to \$49,999	+/-1.2	22.0%	+/-1.9	18.7%	+/-1.6
\$50,000 to \$74,999	+/-1.3	22.0%	+/-2.0	8.5%	+/-1.2
\$75,000 or more	+/-0.9	21.9%	+/-1.8	5.1%	+/-1.1
Median earnings (dollars) for full-time, year-round workers:					
Male	+/-1,350	49,992	+/-2,062	27,625	+/-1,244
Female	+/-1,290	40,013	+/-1,065	23,777	+/-1,191
INCOME IN THE PAST 12 MONTHS (IN 2016 INFLATION-ADJUSTED DOLLARS)					
Households	+/-1,107	25,790	+/-986	22,184	+/-952
With earnings	+/-0.9	85.9%	+/-1.4	95.5%	+/-1.1
Mean earnings (dollars)	+/-2,221	88,805	+/-3,828	56,935	+/-2,558
With Social Security income	+/-1.1	27.0%	+/-1.5	7.5%	+/-1.2
Mean Social Security income (dollars)	+/-603	15,998	+/-748	12,471	+/-1,494
With Supplemental Security Income	+/-0.6	9.7%	+/-1.1	2.9%	+/-0.9
Mean Supplemental Security Income (dollars)	+/-482	8,880	+/-479	9,589	+/-1,841
With cash public assistance income	+/-0.7	2.9%	+/-0.7	3.9%	+/-1.1
Mean cash public assistance income (dollars)	+/-675	5,658	+/-1,017	4,866	+/-1,029
With retirement income	+/-0.9	10.6%	+/-1.3	4.6%	+/-1.2
Mean retirement income (dollars)	+/-1,483	17,323	+/-1,626	9,994	+/-2,355
With Food Stamp/SNAP benefits	+/-1.3	9.0%	+/-1.3	24.6%	+/-2.5
Median Household income (dollars)	+/-1,859	67,651	+/-3,581	45,788	+/-1,541
Average number of workers per household	+/-0.04	1.73	+/-0.06	2.01	+/-0.07
POVERTY STATUS IN THE PAST 12 MONTHS					
Population for whom poverty status is determined	+/-2,314	55,932	+/-1,824	71,410	+/-2,557
Below 100 percent of the poverty level	+/-1.3	9.7%	+/-1.1	21.6%	+/-1.9
100 to 199 percent of the poverty level	+/-1.4	17.6%	+/-1.6	33.9%	+/-1.9
At or above 200 percent of the poverty level	+/-1.5	72.7%	+/-1.8	44.5%	+/-2.0
POVERTY RATES FOR FAMILIES FOR WHOM POVERTY STATUS IS DETERMINED					
All families	+/-1.5	9.1%	+/-1.4	27.2%	+/-2.7
With related children of the householder under 18 years	+/-2.1	11.7%	+/-2.0	33.1%	+/-3.0
With related children of the householder under 5 years only	+/-4.8	7.4%	+/-5.0	28.2%	+/-8.9
Married-couple family	+/-1.4	6.6%	+/-1.2	20.3%	+/-2.8
With related children of the householder under 18 years	+/-2.1	8.0%	+/-1.8	24.7%	+/-3.4
With related children of the householder under 5 years only	+/-5.2	7.0%	+/-5.4	17.8%	+/-10.7
Female householder, no husband present, family	+/-4.3	19.4%	+/-5.1	47.2%	+/-6.0
With related children of the householder under 18 years	+/-5.6	27.2%	+/-7.1	55.4%	+/-6.7
With related children of the householder under 5 years only	+/-14.1	21.0%	+/-25.5	68.4%	+/-18.1
Occupied housing units	+/-1,107	25,790	+/-986	22,184	+/-952
HOUSING TENURE					
Owner-occupied housing units	+/-1.4	55.1%	+/-2.3	18.4%	+/-1.7
Renter-occupied housing units	+/-1.4	44.9%	+/-2.3	81.6%	+/-1.7
Average household size of owner-occupied unit	+/-0.10	4.04	+/-0.11	5.01	+/-0.25
Average household size of renter-occupied unit	+/-0.09	3.04	+/-0.11	4.57	+/-0.13
ROOMS					
1 room	+/-0.4	2.1%	+/-0.5	2.4%	+/-0.8
2 or 3 rooms	+/-1.2	20.0%	+/-1.6	28.8%	+/-2.3
4 or 5 rooms	+/-1.5	37.8%	+/-2.1	52.3%	+/-2.4

Subject	Anaheim city, California				
	Foreign born	Foreign born; Naturalized citizen		Foreign born; Not a U.S. citizen	
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
6 or 7 rooms	+/-1.2	28.7%	+/-2.2	14.4%	+/-1.5
8 or more rooms	+/-0.7	11.4%	+/-1.3	2.1%	+/-0.6
Median number of rooms	+/-0.2	5.0	+/-0.2	4.0	+/-0.1
1.01 or more occupants per room	+/-1.3	14.1%	+/-1.2	40.7%	+/-2.3
<b>VEHICLES AVAILABLE</b>					
None	+/-0.6	5.6%	+/-0.9	6.7%	+/-1.0
1 or more	+/-0.6	94.4%	+/-0.9	93.3%	+/-1.0
<b>SELECTED CHARACTERISTICS</b>					
No telephone service available	+/-0.4	1.7%	+/-0.5	1.6%	+/-0.5
Limited English Speaking Households	+/-1.5	22.6%	+/-1.9	30.4%	+/-2.0
Owner-occupied housing units	+/-692	14,219	+/-626	4,085	+/-427
<b>SELECTED MONTHLY OWNER COSTS AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS</b>					
Less than 30 percent	+/-2.4	60.0%	+/-2.6	57.0%	+/-5.1
30 percent or more	+/-2.4	40.0%	+/-2.6	43.0%	+/-5.1
Renter-occupied housing units	+/-1,095	11,571	+/-882	18,099	+/-820
<b>GROSS RENT AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS</b>					
Less than 30 percent	+/-2.1	44.0%	+/-3.8	34.1%	+/-2.4
30 percent or more	+/-2.1	56.0%	+/-3.8	65.9%	+/-2.4

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using 2013 data or multi-year data containing data from 2013. For more information, see: Language User Note.

Occupation codes are 4-digit codes and are based on Standard Occupational Classification 2010.

Industry codes are 4-digit codes and are based on the North American Industry Classification System (NAICS). The Census industry codes for 2013 and later years are based on the 2012 revision of the NAICS. To allow for the creation of 2012-2016 tables, industry data in the multiyear files (2012-2016) were recoded to 2013 Census industry codes. We recommend using caution when comparing data coded using 2013 Census industry codes with data coded using Census industry codes prior to 2013. For more information on the Census industry code changes, please visit our website at <https://www.census.gov/people/io/methodology/>.

Telephone service data are not available for certain geographic areas due to problems with data collection of this question that occurred in 2015 and 2016. Both ACS 1-year and ACS 5-year files were affected. It may take several years in the ACS 5-year files until the estimates are available for the geographic areas affected.

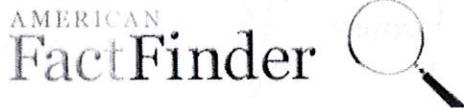
While the 2012-2016 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An '\*\*\*' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
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6. An '\*\*\*\*\*' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.



B05002

PLACE OF BIRTH BY NATIVITY AND CITIZENSHIP STATUS

Universe: Total population

2012-2016 American Community Survey 5-Year Estimates

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	Anaheim city, California	
	Estimate	Margin of Error
Total:	346,776	+/-130
Native:	218,691	+/-2,363
Born in state of residence	178,182	+/-2,565
Born in other state in the United States:	36,747	+/-1,231
Northeast	8,157	+/-698
Midwest	12,684	+/-819
South	8,530	+/-694
West	7,376	+/-679
Born outside the United States:	3,762	+/-519
Puerto Rico	316	+/-188
U.S. Island Areas	116	+/-83
Born abroad of American parent(s)	3,330	+/-489
Foreign born:	128,085	+/-2,335
Naturalized U.S. citizen	56,375	+/-1,801
Europe	2,173	+/-323
Asia	30,121	+/-1,353
Africa	1,252	+/-285
Oceania	172	+/-90
Latin America	22,055	+/-1,396
Northern America	602	+/-155
Not a U.S. citizen	71,710	+/-2,577
Europe	1,150	+/-254
Asia	11,076	+/-1,205
Africa	663	+/-220
Oceania	173	+/-123
Latin America	58,308	+/-2,053
Northern America	340	+/-111

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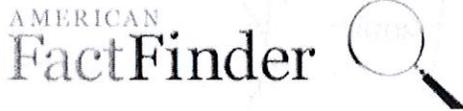
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Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

#### Explanation of Symbols:

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DP05

ACS DEMOGRAPHIC AND HOUSING ESTIMATES

2012-2016 American Community Survey 5-Year Estimates

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Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>SEX AND AGE</b>				
Total population	346,776	+/-130	346,776	(X)
Male	171,741	+/-1,521	49.5%	+/-0.4
Female	175,035	+/-1,527	50.5%	+/-0.4
Under 5 years	24,981	+/-1,180	7.2%	+/-0.3
5 to 9 years	23,938	+/-962	6.9%	+/-0.3
10 to 14 years	23,985	+/-988	6.9%	+/-0.3
15 to 19 years	24,383	+/-926	7.0%	+/-0.3
20 to 24 years	26,720	+/-1,220	7.7%	+/-0.4
25 to 34 years	55,821	+/-1,697	16.1%	+/-0.5
35 to 44 years	48,130	+/-1,193	13.9%	+/-0.3
45 to 54 years	46,522	+/-1,257	13.4%	+/-0.4
55 to 59 years	19,890	+/-1,046	5.7%	+/-0.3
60 to 64 years	15,678	+/-902	4.5%	+/-0.3
65 to 74 years	21,044	+/-951	6.1%	+/-0.3
75 to 84 years	10,529	+/-633	3.0%	+/-0.2
85 years and over	5,155	+/-580	1.5%	+/-0.2
Median age (years)	33.7	+/-0.5	(X)	(X)
18 years and over	258,909	+/-1,650	74.7%	+/-0.5
21 years and over	244,444	+/-1,639	70.5%	+/-0.5
62 years and over	45,547	+/-1,299	13.1%	+/-0.4
65 years and over	36,728	+/-1,128	10.6%	+/-0.3
18 years and over	258,909	+/-1,650	258,909	(X)
Male	126,699	+/-1,434	48.9%	+/-0.5
Female	132,210	+/-1,445	51.1%	+/-0.5
65 years and over	36,728	+/-1,128	36,728	(X)
Male	15,380	+/-658	41.9%	+/-1.3

Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Female	21,348	+/-832	58.1%	+/-1.3
<b>RACE</b>				
Total population	346,776	+/-130	346,776	(X)
One race	336,076	+/-1,043	96.9%	+/-0.3
Two or more races	10,700	+/-1,068	3.1%	+/-0.3
One race	336,076	+/-1,043	96.9%	+/-0.3
White	242,565	+/-3,612	69.9%	+/-1.0
Black or African American	7,749	+/-986	2.2%	+/-0.3
American Indian and Alaska Native	1,282	+/-420	0.4%	+/-0.1
Cherokee tribal grouping	98	+/-80	0.0%	+/-0.1
Chippewa tribal grouping	0	+/-28	0.0%	+/-0.1
Navajo tribal grouping	67	+/-83	0.0%	+/-0.1
Sioux tribal grouping	15	+/-24	0.0%	+/-0.1
Asian	55,558	+/-2,006	16.0%	+/-0.6
Asian Indian	5,153	+/-919	1.5%	+/-0.3
Chinese	4,908	+/-768	1.4%	+/-0.2
Filipino	13,864	+/-1,371	4.0%	+/-0.4
Japanese	1,897	+/-431	0.5%	+/-0.1
Korean	7,501	+/-983	2.2%	+/-0.3
Vietnamese	17,896	+/-1,444	5.2%	+/-0.4
Other Asian	4,339	+/-721	1.3%	+/-0.2
Native Hawaiian and Other Pacific Islander	1,687	+/-596	0.5%	+/-0.2
Native Hawaiian	379	+/-179	0.1%	+/-0.1
Guamanian or Chamorro	160	+/-146	0.0%	+/-0.1
Samoan	523	+/-376	0.2%	+/-0.1
Other Pacific Islander	625	+/-437	0.2%	+/-0.1
Some other race	27,235	+/-2,474	7.9%	+/-0.7
Two or more races	10,700	+/-1,068	3.1%	+/-0.3
White and Black or African American	1,163	+/-305	0.3%	+/-0.1
White and American Indian and Alaska Native	1,484	+/-450	0.4%	+/-0.1
White and Asian	3,924	+/-616	1.1%	+/-0.2
Black or African American and American Indian and Alaska Native	81	+/-62	0.0%	+/-0.1
<b>Race alone or in combination with one or more other races</b>				
Total population	346,776	+/-130	346,776	(X)
White	251,882	+/-3,259	72.6%	+/-0.9
Black or African American	9,951	+/-1,027	2.9%	+/-0.3
American Indian and Alaska Native	3,412	+/-735	1.0%	+/-0.2
Asian	60,835	+/-2,136	17.5%	+/-0.6
Native Hawaiian and Other Pacific Islander	2,744	+/-750	0.8%	+/-0.2
Some other race	29,685	+/-2,555	8.6%	+/-0.7
<b>HISPANIC OR LATINO AND RACE</b>				
Total population	346,776	+/-130	346,776	(X)
Hispanic or Latino (of any race)	185,945	+/-2,693	53.6%	+/-0.8
Mexican	164,064	+/-2,814	47.3%	+/-0.8
Puerto Rican	1,649	+/-432	0.5%	+/-0.1
Cuban	1,110	+/-313	0.3%	+/-0.1
Other Hispanic or Latino	19,122	+/-1,630	5.5%	+/-0.5
Not Hispanic or Latino	160,831	+/-2,708	46.4%	+/-0.8
White alone	90,059	+/-2,069	26.0%	+/-0.6
Black or African American alone	7,346	+/-959	2.1%	+/-0.3
American Indian and Alaska Native alone	491	+/-248	0.1%	+/-0.1
Asian alone	54,762	+/-2,017	15.8%	+/-0.6
Native Hawaiian and Other Pacific Islander alone	1,476	+/-572	0.4%	+/-0.2



DP03

SELECTED ECONOMIC CHARACTERISTICS

2012-2016 American Community Survey 5-Year Estimates

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Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>EMPLOYMENT STATUS</b>				
Population 16 years and over	268,644	+/-1,643	268,644	(X)
In labor force	181,688	+/-2,130	67.6%	+/-0.6
Civilian labor force	181,583	+/-2,130	67.6%	+/-0.6
Employed	166,854	+/-2,247	62.1%	+/-0.7
Unemployed	14,729	+/-901	5.5%	+/-0.3
Armed Forces	105	+/-88	0.0%	+/-0.1
Not in labor force	86,956	+/-1,750	32.4%	+/-0.6
Civilian labor force	181,583	+/-2,130	181,583	(X)
Unemployment Rate	(X)	(X)	8.1%	+/-0.5
<b>Females 16 years and over</b>				
In labor force	82,116	+/-1,723	59.9%	+/-1.0
Civilian labor force	82,116	+/-1,723	59.9%	+/-1.0
Employed	75,473	+/-1,697	55.0%	+/-1.0
<b>Own children of the householder under 6 years</b>				
All parents in family in labor force	17,205	+/-1,026	60.7%	+/-2.8
<b>Own children of the householder 6 to 17 years</b>				
All parents in family in labor force	35,483	+/-1,402	63.8%	+/-1.9
<b>COMMUTING TO WORK</b>				
Workers 16 years and over	163,172	+/-2,176	163,172	(X)
Car, truck, or van -- drove alone	125,047	+/-2,050	76.6%	+/-0.8
Car, truck, or van -- carpooled	20,867	+/-1,112	12.8%	+/-0.6
Public transportation (excluding taxicab)	6,336	+/-725	3.9%	+/-0.4
Walked	3,063	+/-458	1.9%	+/-0.3
Other means	2,601	+/-403	1.6%	+/-0.2
Worked at home	5,258	+/-623	3.2%	+/-0.4

Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Mean travel time to work (minutes)	28.4	+/-0.4	(X)	(X)
<b>OCCUPATION</b>				
Civilian employed population 16 years and over	166,854	+/-2,247	166,854	(X)
Management, business, science, and arts occupations	48,399	+/-1,886	29.0%	+/-0.9
Service occupations	36,348	+/-1,423	21.8%	+/-0.8
Sales and office occupations	40,962	+/-1,480	24.5%	+/-0.8
Natural resources, construction, and maintenance occupations	15,752	+/-974	9.4%	+/-0.6
Production, transportation, and material moving occupations	25,393	+/-1,135	15.2%	+/-0.7
<b>INDUSTRY</b>				
Civilian employed population 16 years and over	166,854	+/-2,247	166,854	(X)
Agriculture, forestry, fishing and hunting, and mining	670	+/-186	0.4%	+/-0.1
Construction	12,487	+/-997	7.5%	+/-0.6
Manufacturing	22,283	+/-982	13.4%	+/-0.6
Wholesale trade	6,967	+/-613	4.2%	+/-0.4
Retail trade	18,569	+/-1,098	11.1%	+/-0.7
Transportation and warehousing, and utilities	6,036	+/-745	3.6%	+/-0.4
Information	3,048	+/-397	1.8%	+/-0.2
Finance and insurance, and real estate and rental and leasing	11,044	+/-711	6.6%	+/-0.4
Professional, scientific, and management, and administrative and waste management services	20,810	+/-1,073	12.5%	+/-0.6
Educational services, and health care and social assistance	29,578	+/-1,187	17.7%	+/-0.7
Arts, entertainment, and recreation, and accommodation and food services	22,564	+/-1,188	13.5%	+/-0.6
Other services, except public administration	8,513	+/-797	5.1%	+/-0.5
Public administration	4,285	+/-423	2.6%	+/-0.3
<b>CLASS OF WORKER</b>				
Civilian employed population 16 years and over	166,854	+/-2,247	166,854	(X)
Private wage and salary workers	141,993	+/-2,281	85.1%	+/-0.7
Government workers	15,419	+/-893	9.2%	+/-0.5
Self-employed in own not incorporated business workers	9,168	+/-665	5.5%	+/-0.4
Unpaid family workers	274	+/-118	0.2%	+/-0.1
<b>INCOME AND BENEFITS (IN 2016 INFLATION-ADJUSTED DOLLARS)</b>				
Total households	100,004	+/-1,150	100,004	(X)
Less than \$10,000	5,085	+/-495	5.1%	+/-0.5
\$10,000 to \$14,999	4,530	+/-560	4.5%	+/-0.6
\$15,000 to \$24,999	8,405	+/-696	8.4%	+/-0.7
\$25,000 to \$34,999	9,050	+/-674	9.0%	+/-0.7
\$35,000 to \$49,999	13,117	+/-706	13.1%	+/-0.7
\$50,000 to \$74,999	18,266	+/-762	18.3%	+/-0.8
\$75,000 to \$99,999	13,056	+/-713	13.1%	+/-0.7
\$100,000 to \$149,999	15,795	+/-841	15.8%	+/-0.8
\$150,000 to \$199,999	6,769	+/-453	6.8%	+/-0.5
\$200,000 or more	5,931	+/-476	5.9%	+/-0.5
Median household income (dollars)	61,826	+/-1,283	(X)	(X)
Mean household income (dollars)	81,951	+/-1,487	(X)	(X)
<b>With earnings</b>				
Mean earnings (dollars)	85,792	+/-1,071	85.8%	+/-0.7
With Social Security	81,658	+/-1,444	(X)	(X)
Mean Social Security income (dollars)	22,889	+/-715	22.9%	+/-0.7
With retirement income	17,663	+/-436	(X)	(X)
Mean retirement income (dollars)	12,958	+/-727	13.0%	+/-0.7
Mean retirement income (dollars)	23,669	+/-1,473	(X)	(X)

Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
With Supplemental Security Income	6,019	+/-478	6.0%	+/-0.5
Mean Supplemental Security Income (dollars)	9,295	+/-371	(X)	(X)
With cash public assistance income	3,035	+/-395	3.0%	+/-0.4
Mean cash public assistance income (dollars)	4,973	+/-447	(X)	(X)
With Food Stamp/SNAP benefits in the past 12 months	11,731	+/-646	11.7%	+/-0.7
Families	75,187	+/-1,044	75,187	(X)
Less than \$10,000	3,264	+/-424	4.3%	+/-0.5
\$10,000 to \$14,999	2,622	+/-459	3.5%	+/-0.6
\$15,000 to \$24,999	5,860	+/-553	7.8%	+/-0.7
\$25,000 to \$34,999	6,902	+/-567	9.2%	+/-0.7
\$35,000 to \$49,999	9,824	+/-648	13.1%	+/-0.9
\$50,000 to \$74,999	13,078	+/-813	17.4%	+/-1.0
\$75,000 to \$99,999	9,858	+/-543	13.1%	+/-0.7
\$100,000 to \$149,999	12,784	+/-728	17.0%	+/-1.0
\$150,000 to \$199,999	5,756	+/-408	7.7%	+/-0.6
\$200,000 or more	5,239	+/-463	7.0%	+/-0.6
Median family income (dollars)	65,710	+/-2,001	(X)	(X)
Mean family income (dollars)	87,016	+/-1,682	(X)	(X)
Per capita income (dollars)	24,996	+/-465	(X)	(X)
Nonfamily households	24,817	+/-974	24,817	(X)
Median nonfamily income (dollars)	43,415	+/-3,029	(X)	(X)
Mean nonfamily income (dollars)	57,463	+/-2,752	(X)	(X)
Median earnings for workers (dollars)	27,921	+/-913	(X)	(X)
Median earnings for male full-time, year-round workers (dollars)	40,840	+/-649	(X)	(X)
Median earnings for female full-time, year-round workers (dollars)	38,314	+/-1,082	(X)	(X)
<b>HEALTH INSURANCE COVERAGE</b>				
Civilian noninstitutionalized population	344,728	+/-320	344,728	(X)
With health insurance coverage	284,825	+/-2,343	82.6%	+/-0.7
With private health insurance	182,244	+/-3,103	52.9%	+/-0.9
With public coverage	121,058	+/-2,601	35.1%	+/-0.7
No health insurance coverage	59,903	+/-2,322	17.4%	+/-0.7
Civilian noninstitutionalized population under 18 years	87,817	+/-1,636	87,817	(X)
No health insurance coverage	4,945	+/-699	5.6%	+/-0.8
Civilian noninstitutionalized population 18 to 64 years	221,397	+/-1,741	221,397	(X)
In labor force:	174,317	+/-2,146	174,317	(X)
Employed:	160,352	+/-2,273	160,352	(X)
With health insurance coverage	124,773	+/-2,348	77.8%	+/-1.0
With private health insurance	109,371	+/-2,346	68.2%	+/-1.0
With public coverage	17,742	+/-1,049	11.1%	+/-0.7
No health insurance coverage	35,579	+/-1,694	22.2%	+/-1.0
Unemployed:	13,965	+/-904	13,965	(X)
With health insurance coverage	7,782	+/-653	55.7%	+/-3.4
With private health insurance	4,224	+/-431	30.2%	+/-2.9
With public coverage	3,829	+/-472	27.4%	+/-2.7
No health insurance coverage	6,183	+/-661	44.3%	+/-3.4
Not in labor force:	47,080	+/-1,503	47,080	(X)
With health insurance coverage	34,867	+/-1,294	74.1%	+/-1.5
With private health insurance	18,336	+/-942	38.9%	+/-1.6

Subject	Anaheim city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
With public coverage	18,176	+/-961	38.6%	+/-1.6
No health insurance coverage	12,213	+/-842	25.9%	+/-1.5
PERCENTAGE OF FAMILIES AND PEOPLE WHOSE INCOME IN THE PAST 12 MONTHS IS BELOW THE POVERTY LEVEL				
All families	(X)	(X)	13.2%	+/-1.0
With related children of the householder under 18 years	(X)	(X)	19.4%	+/-1.5
With related children of the householder under 5 years only	(X)	(X)	13.4%	+/-2.8
Married couple families	(X)	(X)	8.4%	+/-0.8
With related children of the householder under 18 years	(X)	(X)	12.5%	+/-1.4
With related children of the householder under 5 years only	(X)	(X)	8.0%	+/-3.0
Families with female householder, no husband present	(X)	(X)	28.6%	+/-2.7
With related children of the householder under 18 years	(X)	(X)	38.8%	+/-3.6
With related children of the householder under 5 years only	(X)	(X)	37.6%	+/-10.8
All people	(X)	(X)	16.2%	+/-1.0
Under 18 years	(X)	(X)	24.4%	+/-1.9
Related children of the householder under 18 years	(X)	(X)	24.1%	+/-1.9
Related children of the householder under 5 years	(X)	(X)	22.1%	+/-2.3
Related children of the householder 5 to 17 years	(X)	(X)	24.9%	+/-2.1
18 years and over	(X)	(X)	13.5%	+/-0.7
18 to 64 years	(X)	(X)	13.7%	+/-0.8
65 years and over	(X)	(X)	11.9%	+/-1.4
People in families	(X)	(X)	14.4%	+/-1.1
Unrelated individuals 15 years and over	(X)	(X)	27.0%	+/-1.5

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Employment and unemployment estimates may vary from the official labor force data released by the Bureau of Labor Statistics because of differences in survey design and data collection. For guidance on differences in employment and unemployment estimates from different sources go to Labor Force Guidance.

Workers include members of the Armed Forces and civilians who were at work last week.

Occupation codes are 4-digit codes and are based on Standard Occupational Classification 2010.

Industry codes are 4-digit codes and are based on the North American Industry Classification System (NAICS). The Census industry codes for 2013 and later years are based on the 2012 revision of the NAICS. To allow for the creation of 2012-2016 tables, industry data in the multiyear files (2012-2016) were recoded to 2013 Census industry codes. We recommend using caution when comparing data coded using 2013 Census industry codes with data coded using Census industry codes prior to 2013. For more information on the Census industry code changes, please visit our website at <https://www.census.gov/people/io/methodology/>.

Logical coverage edits applying a rules-based assignment of Medicaid, Medicare and military health coverage were added as of 2009 -- please see [https://www.census.gov/library/working-papers/2010/demo/coverage\\_edits\\_final.html](https://www.census.gov/library/working-papers/2010/demo/coverage_edits_final.html) for more details. The 2008 data table in American FactFinder does not incorporate these edits. Therefore, the estimates that appear in these tables are not comparable to the estimates in the 2009 and later tables. Select geographies of 2008 data comparable to the 2009 and later tables are available at <https://www.census.gov/data/tables/time-series/acs/1-year-re-run-health-insurance.html>. The health insurance coverage category names were modified in 2010. See [https://www.census.gov/topics/health/health-insurance/about/glossary.html#par\\_textimage\\_18](https://www.census.gov/topics/health/health-insurance/about/glossary.html#par_textimage_18) for a list of the insurance type definitions.



## ATTACHMENT C – SAMPLE OF COLLATERAL MATERIALS

### List of items:

Signs in ART Buses  
ART System Map  
Sample of Public Hearing Notices \_ News Paper and Mailier  
Title VI brochure

# the of connecting the dots

## NOTIFICATION OF TITLE VI PROTECTION

Anaheim Resort Transportation (ART) operates all of its services, programs, and activities without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that he or she, or as a member of specific group, has been subjected to discrimination, within 180 days of the incident, may file a signed Title VI complaint with **ART**.

**For more Title VI information or for the procedure to file a complaint:**



888-364-2787



[rideart.org/Title VI](http://rideart.org/TitleVI)



[artinfo@atnetwork.org](mailto:artinfo@atnetwork.org)



ART Administrative Offices  
1354 S. Anaheim Blvd.  
Anaheim, CA 92805

To request Title VI information or file a complaint in another language visit [rideart.org](http://rideart.org).

Para solicitar información acerca de sus derechos civiles en otro idioma, por favor visite [rideart.org](http://rideart.org)

Để yêu cầu thông tin về các quyền dân sự của bạn bằng ngôn ngữ khác, vui lòng truy cập [rideart.org](http://rideart.org)

若要请求您在其他语言中的公民权利有关的信息, 请访问 [rideart.org](http://rideart.org)

다른 언어에서 시민의 권리에 대한 정보를 요청 하려면 [rideart.org](http://rideart.org) 을 방문 하시기 바랍니다

Upang humiling ng Titulo VI (Title VI) na impormasyon o magsampa ng reklamo sa ibang wika tawagan ang [rideart.org](http://rideart.org)

他の言語で市民の権利についての情報を要求するには、[rideart.org](http://rideart.org) をご覧ください

# the ART of connecting the dots



### LEGEND

- K** ART Kiosk
- Route Served by Multiple Lines
- #** Bus Bay Number at Disneyland Resort Transportation Center
- #** Other

### #TheARTofConnecting

### ART FARES

One way cash fare - \$3.00  
 Reduced fare (ID Required)\* - \$1.00 ART Day Passes  
 (Passes are valid for CONSECUTIVE DAYS)

Ages 10+		Ages 3-9 (Children 2 & under free)	
Regular	Reduced	Children age 12 & under must be accompanied by an adult	One way cash fare - \$1.00
1-day - \$5.50	\$2.00	1-day - \$2.00	
3-day - \$14.00	\$5.00	3-day - \$3.00	
5-day - \$23.00	\$8.00	5-day - \$5.00	
15-day - \$45.00	\$22.00	15-day - \$10.00	
30-day - \$55.00	\$27.00	30-day - \$20.00	

\* Reduced fare for seniors (65 & older), persons with disabilities and Medicare card holders. Must show proof of age, disability or medicare card to operator. Senior citizens must show a driver's license, DMV ID card, Medicare Card or OCTA Reduced Fare ID card as proof of age. Persons with disabilities must show an OCTA Reduced Fare ID card, Medicare Card, Braille Institute ID card, Service Connected Veterans ID card, other transit agencies' persons with disabilities' including ACCESS cards, and DMV disabled persons placard ID.



Disneyland® Resort Transportation Center Stop Numbers	AREAS OF INTEREST	TEXT 2 GO CODES
<b>REST (Anaheim Area Hotels)</b>		
14	ALO Hotel/Ayres Orange	4016
6	America's Best Value Inn & Suites - Convention Center	4013
10	America's Best Value Astoria Inn & Suites - Ball Rd.	4002
10	Anaheim Harbor RV Park	2013
7	Anaheim Islander Inn & Suites	2019
4 5	Anaheim Marriott	2008
7	Anaheim Residence Inn Maingate	2021
6	Anaheim RV Park	2018
15	Ayres Hotel Anaheim	2024
16	Best Western Plus Meridian Inn & Suites	2023
9	Best Western Plus Pavilions	5001
1 2	Best Western Plus Raffles Inn & Suites	3003
9	Best Western Plus Stovall's	5002
6	Candlewood Suites	3013
1 2	Castle Inn & Suites	3009
3	Clarion Hotel	2007
1 2	Cortana Inn & Suites	2002
7	Country Inn & Suites	6024
1 2	Courtyard by Marriott	2002
8	Courtyard by Marriott Theme Park Entrance	5016
9	Desert Palms Hotel & Suites	4001
1 2	Dolphin's Cove Resort	3003
1 2	Double Tree Suites by Hilton Hotel Anaheim Resort	2003
19	Embassy Suites Anaheim North	5019
7	Extended Stay America Orange County	2020
1 2	Grand Legacy At The Park	3012
4 5	Hilton Anaheim	3004
12	Holiday Inn Anaheim Resort	2010
16	Holiday Inn Express & Suites Garden Grove - Anaheim	2025
8	Holiday Inn Express & Suites Anaheim Resort Area	5016
11	Holiday Inn Hotel & Suites Anaheim	3008
1 2	Homewood Suites Anaheim Convention Center	2008
10	Hotel 414 Anaheim	4002
11	Hotel Menage	4005
7	Howard Johnson Anaheim Hotel and Water Playground	3011
1 2 3	Hyatt House at Anaheim Resort - Convention Center	2001
3	Hyatt Place at Anaheim Resort - Convention Center	3004
7	La Quinta Inn & Suites Anaheim	2020
8	Motel 6 Anaheim Maingate	3016
6	Peacock Suites	3013
1 2 3	Portofino Inn & Suites	2001
10	Quality Inn Maingate	2012
10	Ramada Maingate North	2012
6	Ramada Plaza	4014
1 2	Red Lion Hotel	3005
1 2	Residence Inn by Marriott Anaheim Resort - Convention Center	2006
3	SpringHill Suites Anaheim Resort	2001
11	SpringHill Suites Anaheim Resort Area - Convention Center	2001
1 2	Stanford Inn & Suites	2004
11	Staybridge Suites Anaheim at the Park	4006
12	Staybridge Suites Anaheim - Resort Area	2010
15	TownPlace Suites	4020
8	WorldMark Anaheim	3014
<b>REST (Costa Mesa Area Hotels)</b>		
19	Avenue of the Arts Costa Mesa, A Tribute Portfolio Hotel	6010
19	Ayres Hotel & Suites Costa Mesa	6006
19	Best Western Plus Newport Mesa Inn	6005
19	BLVD Hotel	6004
19	Costa Mesa Marriott	6009
19	Crowne Plaza	6008
19	Hilton Costa Mesa	6008
19	Holiday Inn Express - Costa Mesa	6003
19	Ramada Inn & Suites - Costa Mesa	6002
19	Residence Inn by Marriott Costa Mesa	6007
19	The Westin South Coast Plaza	6011
<b>DINE</b>		
11	Tru Grills	4005
10	Anaheim Brewery	3007
8 15	Anaheim GardenWalk - Cheesecake Factory	3015
12	Anaheim GardenWalk - Disney Way	2009
16	Anaheim GardenWalk - Transportation Center	2031
10	Anaheim Packing House	3007
9	Coco's Restaurant	5002
1 2 3	Coffee Bean & Tea Leaf	2001
10	CTR City - Good Food Building	5005
9	Denny's Restaurant - Katella	5001
1 2	Denny's Restaurant - Harbor	3003
All Routes	Downtown Disney District	1
19	Downtown Santa Ana	2029, 2030
19	4th Street Market, Playground, Eat Chow, Native Son Alehouse, Portola Coffee Lab, Yajie Japanese Fondue	
1 2	IHOP	3009
9	Morri's Restaurant	5001
18	Medieval Times Dinner & Tournament	2016
1 2 3	Morton's The Steakhouse	2007
18	Pirates Dinner Adventure	2016
1 2	Roscoe's Chicken & Waffles	3003
1 2	Ruth's Chris Steakhouse	2003
10	Shakey's Pizza	2013
15	Stadium Crossings - Togo's, Fresca's, Panda Express	4017
1 2 3	Starbucks	2001
15	The Catch	4017
1 2	The Fifth	3012
9	Oasis Kitchen and Bar	4001
9	Tiffany's Restaurant	5003
15	Zov's	5018
<b>PLAY</b>		
8 15	Anaheim GardenWalk - Cheesecake Factory	3015
12	Anaheim GardenWalk - Disney Way	2009
16	Anaheim GardenWalk - Transportation Center	2031
10	Anaheim Packing House	3007
15	Angel Stadium of Anaheim - ARTIC	6000
15	ARTIC (Anaheim Regional Transportation Intermodal Center)	6000
19	Bowers Museum	2028
10	CTR City	5005
18	Dad Miller Golf Course	5013
All Routes	Disneyland® Resort	1
All Routes	Downtown Disney District	1
19	Downtown Santa Ana	2029, 2030
19	Yost Theatre, The Frida Cinema, GCS Clothing	
15	The Grove	4017
15	Honda Center - ARTIC	6000
18	Knott's Berry Farm	2000
10	Muzeo	5005
15	National Grove of Anaheim	2009
20	Toy Story Transportation Center	1109
<b>SHOP</b>		
8 15	Anaheim GardenWalk - Cheesecake Factory	3015
12	Anaheim GardenWalk - Disney Way	2009
16	Anaheim GardenWalk - Transportation Center	2031
10	Anaheim Packing House	3007
18	Anaheim Plaza	5015
10	CTR City - Good Food Building	5005
1 2 3	CVS pharmacy	2001
19	MainPlace Mall	2026
19	South Coast Plaza	6001
16	The Outlets at Orange	2022
10	Walmart Neighborhood Market	3066
3 7	Walgreens	3005, 2019
<b>OTHER</b>		
17	Anaheim City Hall	2014, 3010**
9	Anaheim Convention Center ACC North	5004
1 2 3	Anaheim Convention Center - Convention Way	3004
3 4 5	Anaheim Convention Center Grand Plaza	2008
17	Anaheim Police Department	2015, 4010**
17	Canyon Metrolink Station	4012
17	Kaiser Permanente Medical Center	4007, 4011**
17	L3 Interstate Electronics	4009
17	Orange County Social Services	4019, 4018**
17	Styles for Less Corporate Offices	4021, 4022**
11	Team Disney Administration Building	4004
10	US Postal Office	5005
11	US Postal Office	4003

### Token Transit

FOR MOBILE TICKETING:  
Text "TOKEN" to 41411

To get real-time bus arrival information, use our Text2Go service. All stops on the ART lines have a unique bus stop number. To interact with Text2Go, locate the bus stop ID#, text "RideART" and the Stop ID# to 41411.

All lines begin and end at Disneyland Resort Transportation Center. Hours and frequency of operation may vary. Service begins 90 minutes prior to park opening and concludes 30 minutes after park closing. The Buena Park, Costa Mesa/South Coast Plaza, CTR City/ARTIC, Santa Ana, and Orange Lines operate on a timed schedule. Refer to our website at [rideart.org](http://rideart.org) or download our app for operating schedules and additional information. Please note that some of the Areas of Interest have shared stops.

### 4 TOP THEME PARKS. MORE FAMILY FUN.

**SAVE \$150 OR MORE**  
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3-Day Park Hopper® Ticket to Disneyland® Park and Disney California Adventure® Park

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Program pricing valid through December 31, 2017; visit [citypass.com](http://citypass.com) for current program details.



### COSTA MESA CITY OF THE ARTS

COSTA MESA, the City of the Arts®, sets the stage for the ultimate Southern California retreat with easy transportation to the Disneyland® Resort from exceptional hotels and world-class fashion destination, South Coast Plaza. An essential part of the Orange County experience, enjoy endless shopping, award-winning performances at Segerstrom Center for the Arts, and exquisite dining just minutes from nearby beaches. For more information visit [www.TravelCostaMesa.com/ART](http://www.TravelCostaMesa.com/ART)



### Riding ART is Easy as 1-2-3!

- 1 Purchase ART passes directly from lodging establishments, public sales locations, or kiosks. Drivers do not sell ART passes. One-way cash fares are available for exact change upon boarding the bus.
- 2 Use ART passes on all routes. Connect between ART routes at Disneyland® Resort Transportation Center or connection points.
- 3 Present valid ART pass to the driver upon boarding. All drivers are required to check ART passes. Multi-day passes are valid for the number of validated consecutive days.

#### ART Kiosk Locations

Ubicaciones de los quioscos del ART

Anabella Hotel • Anaheim RV Park • Clarion Hotel  
 Disneyland® Resort Transportation Center • Dolphin's Cove Resort  
 Hilton Anaheim • Holiday Inn Anaheim Resort • Red Lion Hotel • Peacock Suites  
 Hotel Menage • Sheraton Park • Worldmark Anaheim • ARTIC

#### Additional ART Sales Locations

• Discount Tickets & Tours at Anaheim GardenWalk or Grand Legacy Hotel and ARTIC.  
 • All kiosks accept American Express, Visa and MasterCard.  
 • Kiosks do not provide change. Exact cash is required.

**Protecting Your Rights – What is Title VI**  
 Title VI of the Civil Rights Act of 1964 is a Federal statute that provides that no person shall be discriminated on the basis of race, color or national origin, in programs and services that receive federal financial assistance. As such, to ensure that all ART customers are not discriminated against, we have adopted policies that promote equal access and quality service to all our customers. If you believe that you have been discriminated, you may file a signed written complaint. The complaint may be filed with the ATN by calling our customer service number 1-888-364-ARTS (2787). An ART Customer Service representative will provide you with further assistance.

Anaheim Resort Transportation is committed to providing customer service in a nondiscriminatory manner to all persons, regardless of race, color, national origin, sex, age, ancestry, disability, sexual orientation, religion and other protected categories. For further information, please contact our office at 1354 South Anaheim Boulevard, Anaheim, CA 92805, 888-364-2787, or [ARTInfo@atnetwork.org](mailto:ARTInfo@atnetwork.org).

Anaheim Resort Transportation se compromete a proporcionar servicio al cliente de manera no discriminatoria a todas las personas, independientemente de raza, color, origen nacional, sexo, edad, ascendencia, discapacidad, orientación sexual, religión y otras categorías protegidas. Para obtener más información, comuníquese con nuestra oficina en 1354 South Anaheim Boulevard, Anaheim, CA 92805, 888-364-2787, o [ARTInfo@atnetwork.org](mailto:ARTInfo@atnetwork.org).

Anaheim Resort Transportation cam kết cung cấp dịch vụ khách hàng một cách không phân biệt đối xử cho mọi người, mà không kể chủng tộc, nguồn gốc quốc gia, giới tính, tuổi tác, tôn giáo, khuyết tật, khuynh hướng tình dục, tôn giáo và các loại bảo vệ khác. Để biết thêm thông tin, vui lòng liên hệ văn phòng của chúng tôi tại 1354 đại lộ South Anaheim, Anaheim, CA 92805, 888-364-2787 hoặc [ARTInfo@atnetwork.org](mailto:ARTInfo@atnetwork.org).

## ART



Show This Ad & Receive 10% OFF\*

## ART SYSTEM & SAFETY INFORMATION

The ART pass allows unlimited access to the entire ART system.

- ART drivers accept cash only for one-way tickets. Drivers do not sell ART passes.
- ART passes may be purchased from any participating hotel, public sales outlet, or kiosk location.
- Proper attire, including shoes and shirts, must be worn at all times.
- Children under the age of 14 must be supervised at all times.
- For your safety while in transit, please keep your hands, arms, legs, and feet inside the vehicle at all times.
- For the comfort of those around you, please refrain from eating, drinking, or smoking on all buses.
- No bicycles, skateboards, wagons, or scooters are allowed, except service animals.
- Rides must be securely fastened, except service animals.
- All strollers must be folded.
- The Anaheim Resort® hotels/motels, the Disneyland® Resort, public sales outlets, City of Anaheim, and ART are not responsible for passes that are lost or stolen.
- In case of emergency, Dial 911
- To contact the Anaheim Public Department, please call 714-765-1900. Lost and Found inquiries, please call 1-888-364-ARTS (2787). Lost property must be claimed within 30 days.
- ART service begins one hour before the opening of major area destinations. Service ends each hour after closing.
- ART buses operate approximately every 20 minutes, with the exception of the following lines: ARTIC SFO/CTA Complex Line, Orange Line, Canyon Metrolink Line, Buena Park Line, Santa Ana Line, and Costa Mesa Line. These lines run on a schedule and schedule information can be found at [rideart.org](http://rideart.org).
- Connecting ART service to Anaheim Canyon Metrolink Station – Canyon Line (Stop 17)
- Connecting ART service to Santa Ana destinations – Santa Ana Line (Stop 19)
- Connecting ART service to Buena Park destinations – Buena Park Line (Stop 18)
- Connecting ART service to Orange – ARTIC – ARTIC Sports Complex Line (Stop 15)
- Connecting ART service to Orange – Orange Line (Stop 16)
- Connecting ART service to Costa Mesa destinations – Costa Mesa Line (Stop 19)

Forwarding service is available for individuals who are physically and/or mentally disabled and cannot use the regular, fixed-route bus system, such as ART. This service is provided on an application online at [www.ctrnet.net](http://www.ctrnet.net). Most requests are processed within 10 business days. For more information, please contact OCA at 877-OCFA.ADA (877-628-2232) or obtain an application online at [www.ctrnet.net](http://www.ctrnet.net).



## KNOCKOUT BRANDS. KNOCKOUT PRICES.

Up To 70% Off Every Day

The Outlets at Orange™, Orange County's premiere outlet shopping destination, features more than 120 name-brand outlets and value retailers at knockout prices plus great dining and entertainment options.

BLOOMINGDALE'S, THE OUTLET STORE  
 NEIMAN MARCUS LAST CALL  
 NORDSTROM RACK  
 SAKS FIFTH AVENUE OFF 5TH  
 LEVI'S OUTLET STORE  
 NIKE FACTORY STORE  
 TOMMY HILFGER FACTORY STORE

### COMPLIMENTARY SAVINGS PASSPORT

Simply mention this ad at Simon Guest Services to receive your complimentary passport filled with hundreds of dollars in savings.



20 CITY BLVD., WEST, ORANGE, CA 92868  
 ONLY FOUR MILES FROM DISNEYLAND AND A SHORT RIDE ON ROUTE 16 (ORANGE LINE)

THEOUTLETSATORANGE.COM

Open 24 Hrs!  
 FREE WI-FI!  
 Scan here for a special BONUS offer!

## SeaWorld SAN DIEGO

### Best Deals at SeaWorldsanDiego.com/LA

Plus, your visit helps support SeaWorld's animal rescue and conservation efforts.

**ORCA ENCOUNTER™** featuring killer whales' incredible natural behaviors. One-of-a-kind **OCEAN EXPLORER™** children's land. Experience the new rides and be wowed by amazing shows. Little adventurers will love the they'll find true inspiration. Get up close with sea life, soar on pulse-pounding At SeaWorld® San Diego, your family will find more than a vacation –

**A WHOLE NEW WAY TO BE AMAZED**

## the ART of connecting the dots

### SOMETHING FOR EVERYONE

THE MOMENT WHEN YOU CAN'T TELL WHICH IS BETTER... THE COFFEE OR THE CONVERSATION?

### ANAHEIM GARDENWALK

There's so much to discover at GardenWalk. America's favorite restaurants and retailers sit side-by-side with family fun spots and the OC's hottest nightclubs and live music venues. With so much to choose from, it's easy to find the kind of fun you want.

GardenWalk offers a variety of merchants, including:

- Billy Beez
- Bowlerman Lanes
- California Pizza Kitchen
- FIRE + ICE Grill + Bar
- Go VR Gaming
- Grasslands Meat Market
- Johnny Rockets
- House of Blues Anaheim
- Mission Escape Games
- Roy's Restaurant

ANAHEIMGARDENWALK.COM | 714.635.7410

## An unexpected look at the life of the 37th President

Only 15 minutes from Disneyland!

RICHARD NIXON PRESIDENTIAL LIBRARY  
 1801 Yorba Linda Blvd., Yorba Linda  
 Information: 714.993.5075 or [nixonfoundation.org](http://nixonfoundation.org)

Open from November 20, 2017 to January 7, 2018

have rolled back to the Nixon Library.

TRAINS! TRAINS! TRAINS!

WONDERLAND  
 A WHISTLING WHITE HOSE

## THE ART of connecting the dots

### HOW MUCH?

ART passes start at \$5.50. This is a convenient hop-on/hop-off service! TEXT TOKEN to 41411 to download the Token Transit app and have passes on your phone instantly. [rideart.org](http://rideart.org) (888) 364-ARTS (2787)

### WHEN?

The service offers continuous service every 40 minutes

### WHERE?

The Ducks Express makes stops at the following convenient locations:

- The Disneyland® Resort
- Transportation Center Stop 15
- Anaheim Convention Center Grand Plaza
- Anaheim GardenWalk (in front of the Chesapeake Factory)
- ARTIC
- Access to Honda Center

## ONCE UPON A TRAIN

THE BEACH IS CLOSER THAN YOU THINK.

Getting there is easy. Just go bus-train-beach and trade your business suit for a bathing suit.

ONLY \$10 ROUND TRIP WITH A METROLINK WEEKEND DAY PASS

[octa.net/metrolinkweekends](http://octa.net/metrolinkweekends)

## TOURIST INFORMATION CENTER

• DISCOUNT ATTRACTION TICKETS • FREE SHUTTLE PACKAGE • FOREIGN CURRENCY EXCHANGE

**\$5 OFF** SUPERSAVER Coupon  
 Get an extra \$5 OFF each Ticket with Purchase of Another Different Quaffed Attraction Ticket or with each full price \$25 Dining Gift Card.

17714.490.6100  
 17714.490.6100  
 17714.490.6100

Open Every Day • Two Great Locations:  
 Anaheim GardenWalk, 321 W. Katella Ave. #152  
 Hours 7AM - 10 PM  
 Hours 11AM - 9PM  
 1714.490.6100  
[www.DiscountTicketsandTours.com](http://www.DiscountTicketsandTours.com)

## UNIVERSAL STUDIOS HOLLYWOOD

Buy Park Tickets Online Now

### GET READY FOR THE ULTIMATE HOLLYWOOD MOVIE EXPERIENCE!

## DESPIGABLE ME

MINION MAYHEM

## ONCE UPON A TRAIN

CATCH A RIDE TO SAN CLEMENTE

Known as the Spanish Village by the Sea, San Clemente is one of California's favorite beach destinations for sun, sand, and surf as well as great shopping, restaurants and the historical Casa Romantica Cultural Center and Gardens. Getting there is easy!

First Catch the ART Sports Complex Line

The ART Sports Complex Line runs approximately every 20 minutes to Anaheim-ARTIC Station from STOP numbers 14 and 15 at the Disneyland Main Transportation Center. Tell the driver that you are going to the beach and your ART ride to Anaheim-ARTIC Station is free. Visit ART at [www.RideArt.org](http://www.RideArt.org) or call 888-364-ARTS (2787) for more information.

Next Catch a Metrolink train or Amtrak

- Purchase a Metrolink Weekend Day Pass for only \$10 roundtrip at the ticket vending machine located on the train platform
- Board the Orange County Line (OC Line) to San Clemente or San Clemente Pier or Purchase an Amtrak ticket and take the Pacific Surfliner Train to the Beach South bound

PACIFIC SURFLINER  
 Anaheim  
 ARTIC  
 RIDE:JOY

## TOURIST INFORMATION CENTER

• DISCOUNT ATTRACTION TICKETS • FREE SHUTTLE PACKAGE • FOREIGN CURRENCY EXCHANGE

**\$5 OFF** SUPERSAVER Coupon  
 Get an extra \$5 OFF each Ticket with Purchase of Another Different Quaffed Attraction Ticket or with each full price \$25 Dining Gift Card.

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 Hours 7AM - 10 PM  
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 1714.490.6100  
[www.DiscountTicketsandTours.com](http://www.DiscountTicketsandTours.com)

**NOTICE OF COMMUNITY WORKSHOPS and PUBLIC HEARING  
ANAHEIM TRANSPORTATION NETWORK  
TITLE VI PLAN - UPDATE  
EQUITY ANALYSIS – MICROTRANSIT PROGRAM**

**NOTICE IS HEREBY GIVEN** that the Anaheim Transportation Network (ATN) Board of Directors will hold two (2) Community Workshops and Public Hearings for the purpose of preparing and updating the Title VI Plan of the Civil Rights Act of 1964 that 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”.

Consistent with its commitment to meet FTA regulatory requirements, ATN updates these documents on a triennial basis.

ATN will also provide an Equity Analysis Report for commencement of MicroTransit Service in CtrCity (downtown) Anaheim, CA.

Information regarding the ATN Title VI Plan and equity Analysis will be presented at the Community Workshops and Public Hearings:

**COMMUNITY WORKSHOPS**

*ANAHEIM RESORT TRANSPORTATION*

Wednesday, April 4, 2018  
2:00 PM – 3:30 PM  
Anaheim Resort Transportation  
1354 South Anaheim Boulevard  
Anaheim, CA 92805

*ARTIC*

Wednesday, April 4, 2018  
6:00 PM – 7:30 PM  
Anaheim Resort Transportation  
1354 South Anaheim Boulevard  
Anaheim, CA 92805

**PUBLIC HEARINGS**

Wednesday, March 28, 2018  
3:00 PM  
ARTIC  
2<sup>nd</sup> Floor Conference Room  
2626 East Katella Avenue  
Anaheim, CA 92806

Wednesday, June 6, 2018  
3:00 PM  
ARTIC  
2<sup>nd</sup> Floor Conference Room  
2626 East Katella Avenue  
Anaheim, CA 92806

Comments will become part of the official public hearing record and will be considered for future project related decisions.

**PUBLIC PARTICIPATION:**

All interested parties are invited to submit, orally or in writing, evidence and recommendations with respect to the ART Title VI Plan and/or MicroTransit Equity Analysis.

Comments may be addressed to: Programs Manager, Anaheim Transportation Network, 2626 E. Katella Ave., Anaheim, CA 92806, [info@atnetwork.org](mailto:info@atnetwork.org), Phone: 714-563-5287, Fax: 714-563-5289

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TITLE VI PLAN - UPDATE  
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Anaheim, CA 92805

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Wednesday, April 4, 2018  
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Anaheim, CA 92805

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The Anaheim Transportation Network (ATN) is updating its Title VI Plan and is presenting analysis of a new service for CtrCity Anaheim – MicroTransit System. All other ART routes, fares and operating parameters will remain the same.

**THE ANAHEIM TRANSPORTATION NETWORK WANTS YOUR INPUT: AT COMMUNITY WORKSHOPS:** ATN scheduled series of Community Workshops. AT the two Community Workshops. ATN will present information and receive oral and written comments from the public. ATN encourages the public to attend a Community Workshop for the proposed assessment fee and fare adjustments.

**AT THE PUBLIC HEARING,** the ATN Board of Directors will afford interested persons or agencies an opportunity to submit, either orally or in writing, evidence and recommendations with respect to the CtrCity MicroTransit service and ATN's Title VI Plan.

**ALL INTERESTED PARTIES** are invited to submit, orally or in writing, evidence and recommendations with respect to the CtrCity MicroTransit service and ATN's Title VI Plan. Written comments or a request for additional information may be addressed to:

**Anaheim Transportation Network**  
2626 E. Katella Ave., Anaheim, CA 92806  
714-563-5287 or 714-563-5289 (fax)  
[artinfo@atnetwork.org](mailto:artinfo@atnetwork.org) (e-mail)

**NOTICE IS HEREBY GIVEN** that the Anaheim Transportation Board of Directors will hold two public hearings at 3:00 p.m. on Wednesday, March 28, 2018 and June 6, 2018, at ARTIC, located at 2626 East Katella Avenue, Anaheim, California. The public hearing shall be for the purpose of approving CtrCity MicroTransit service and acceptance of the ATN's Title VI Plan

Presentation, Title VI/Equity Analysis and other pertinent information, will be available for public inspection. Comments will become part of the official public hearing record and will be considered when making future decisions.

La red de transporte Anaheim (ATN) está actualizando su Plan de VI título y presenta análisis de un nuevo servicio para CtrCity Anaheim – sistema de MicroTransit. Todo otro arte rutas, tarifas y parámetros de funcionamiento serán siendo el mismo.

**LA RED DE TRANSPORTE ANAHEIM QUIERE TU ENTRADA: EN TALLERES COMUNITARIOS:** ATN había programada serie de talleres comunitarios. EN los dos talleres de la comunidad. ATN presentará información y recibir comentarios orales y escritos del público. ATN alienta al público a asistir a un taller de comunidad para los ajustes de tarifa y la tarifa de evaluación propuesta.

**EN LA AUDIENCIA PÚBLICA ,** ATN Junta Directiva brindará a las personas interesadas o agencias la oportunidad de presentar, ya sea por vía oral o por escrito, evidencia y recomendaciones con respeto a la título VI Plan de ATN y servicio de CtrCity MicroTransit.

**TODAS LAS PARTES INTERESADAS** están invitados a enviar, por vía oral o en escrito, evidencia y recomendaciones en relación con el servicio de CtrCity MicroTransit y título VI Plan de ATN. Escrito comentarios o una solicitud de información adicional puede dirigirse a:

**Anaheim Transportation Network**  
2626 E. Katella Ave, Anaheim, CA 92806  
714-563-5287 o 714-563-5289 (fax)  
[ArtInfo@atnetwork.org](mailto:ArtInfo@atnetwork.org) (correo electrónico)

**POR LA PRESENTE SE NOTIFICA** que el Consejo de administración del transporte de Anaheim realizará dos audiencias públicas en 15:00 en miércoles, 28 de marzo de 2018 y 06 de junio de 2018, en el Ártico, localizado en 2626 East Katella Avenue, Anaheim, California. La audiencia pública se destinará a la aprobación de CtrCity MicroTransit servicio y aceptación de la ATN título VI Plan

Presentación, título VI y Equity análisis y otra información pertinente, estarán disponibles para inspección del público. Comentarios pasarán a formar parte del expediente oficial de audiencia pública y se considerarán cuando la toma de decisiones futuras.

Mạng lưới giao thông vận tải Anaheim (ATN) đang cập nhật kế hoạch VI tiêu đề của nó và trình bày phân tích của một dịch vụ mới cho CtrCity Anaheim-hệ thống MicroTransit. Tất cả các nghệ thuật tuyến đường, giá vé và điều hành các thông số sẽ vẫn như cũ.

**MẠNG LƯỚI GIAO THÔNG ANAHEIM MUỐN ĐẦU VÀO CỦA BẠN: TẠI HỘI THẢO CỘNG ĐỒNG:** ATN dự kiến loạt hội thảo cộng đồng. TẠI hai hội thảo cộng đồng. ATN sẽ trình bày thông tin và nhận được ý kiến bằng miệng và bằng văn bản từ công chúng. ATN khuyến khích công chúng để tham dự một hội thảo cộng đồng cho các điều chỉnh về giá vé và phí đánh giá để xuất.

**TẠI CUỘC ĐIỀU TRẦN CÔNG CỘNG ,** Ban Giám đốc ATN sẽ đủ khả năng những người quan tâm hoặc cơ quan một cơ hội để gửi, hoặc bằng miệng hoặc bằng văn bản, bằng chứng và các khuyến nghị với tôn trọng dịch vụ CtrCity MicroTransit và ATN của tiêu đề VI kế hoạch.

**TẤT CẢ CÁC BÊN QUAN TÂM** được mời để gửi, bằng miệng hoặc bằng văn bản, bằng chứng và khuyến nghị đối với các dịch vụ CtrCity MicroTransit và lên kế hoạch VI tiêu đề của ATN. Viết bình luận hoặc một yêu cầu thông tin bổ sung có thể được gửi đến:

**Anaheim Transportation Network**  
2626 E. Katella Ave., Anaheim, CA 92806  
714-563-5287 hoặc 714-563-5289 (fax)  
[artinfo@atnetwork.org](mailto:artinfo@atnetwork.org) (e-mail)

**THÔNG BÁO BẰNG VĂN BẢN NÀY ĐƯỢC ĐƯA RA** ban giám đốc giao thông vận tải Anaheim sẽ tổ chức hai buổi điều trần công cộng tại 3:00 ngày thứ tư 28 Tháng ba, năm 2018 và 6 tháng 6 năm 2018 tại ARTIC, tọa lạc tại 2626 East Katella Avenue, Anaheim, California. Các buổi điều trần công cộng cho các mục đích của việc phê duyệt CtrCity MicroTransit dịch vụ và sự chấp nhận của ATN tiêu đề VI kế hoạch

Trình bày, tiêu đề VI/vốn chủ sở hữu phân tích và các thông tin cần thiết khác, sẽ có sẵn để kiểm tra khu vực. Ý kiến sẽ trở thành một phần của hồ sơ chính thức của buổi điều trần công cộng và sẽ được xem xét khi quyết định tương lai.

Anaheim Resort Transportation  
2626 E. Katella Ave  
Anaheim, CA 92806



**NOTICE OF**

***Anaheim Resort Transportation***

TITLE VI PLAN UPDATE  
AND  
MICROTRANSIT SERVICE EXPANSION

**PUBLIC WORKSHOPS**

***April 4, 2018***  
2:00 - 3:30 PM  
6:00 – 7:30 PM

Anaheim Resort Transportation  
1354 S. Anaheim Blvd.  
Anaheim, CA 92805

**PUBLIC HEARINGS**

***March 28, 2018 and June 6, 2018***  
3:00 PM

Anaheim Regional Transportation Center  
2626 E. Katella Ave.  
Anaheim, CA 92806

**SUBMIT WRITTEN COMMENTS**

May 18, 2018 to:

Anaheim Resort Transportation  
2626 E. Katella Ave.  
Anaheim, CA 92806



*The Anaheim Transportation Network's mission is to enhance transportation options by delivering reliable and efficient transportation solutions. Our commitment to customers, consists of integrity, customer service, can-do spirit, communication and partnerships.*

*Simple justice requires that public funds, to which all taxpayers of all races, colors and national origins contribute, not be spent on any fashion which encourages, entrenches, subsidizes or results in racial, color or national origin discrimination*

*President John F. Kennedy  
1963*



Title VI Coordinator  
Anaheim Resort Transit  
2626 E. Katella Ave  
Anaheim, CA 92805  
888-364-ARTS (2787)  
714-563-5289 -- fax

**A GUIDE TO  
TITLE VI OF THE  
CIVIL RIGHTS ACT OF 1964**



*For information or language  
assistance call  
888-364-ARTS (2787)*

Anaheim Resort Transit  
2626 E. Katella Ave.  
Anaheim, CA 92808  
888-364-ARTS (2787)  
714-563-5289  
[www.RideART.org](http://www.RideART.org)

This brochure is designed to assist you in understanding your rights under Title VI of the Civil Rights Act of 1964. Title VI is the federal law that protects individuals from discrimination on the basis of race, color or national origin in the programs that receive federal financial assistance.

### **DISCRIMINATION PROHIBITED BY TITLE VI**

Discrimination under Title VI is an act (action or inaction), whether intentional or unintentional, through which a person or group, solely because of race, color, national income or income status has been otherwise subjected to unequal treatment or impact, under any program or activity receiving federal financial funds.

### **ATN TITLE VI POLICY STATEMENT**

The Anaheim Transportation Network (ATN) is committed to ensuring that no person is excluded from participation or denied the benefits of its service on the basis of race, color on national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is ATN's objective to:

1. Ensure that the level and quality of transportation service is provided without regard to race or national origin;
2. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects of programs and activities on minority population and low-income populations;

3. Promote the full and fair participation of all affected populations in transportation decision making;
4. Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
5. Ensure meaningful access to programs and activities by people with limited English proficiency.

The Executive Director, senior management, supervisors and employees share the responsibility for carrying out ATN's commitment to Title VI. The Title VI coordinator is responsible for the day-to-day operation of the program. Dedicated ATN staff receives and investigates Title VI complaints that come through the complaint procedure process.

### **ATN'S LIMITED ENGLISH PROFICIENCY POLICY STATEMENT**

Federal Transit Administration recipients must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for people with limited English proficiency.

To that end, ATN had developed Language Assistance Plan for people with limited English proficiency. Upon request, free language assistance is provided to assist individuals in using ATN's transportation services.

Interpretation services are provided for numerous languages and are available by calling the ATN

Customer Service at 888-364-ARTS (2787). Customer Service Hours are Monday through Friday from 7:00 am – 5:00 pm.

### **WHO MAY FILE A TITLE VI COMPLAINT**

If you believe that you have been subjected to discrimination under Title VI on the basis of race, color or national origin, you may file a Title VI complaint with ATN with 180 days from the date of the alleged discrimination. The written, signed complaint should include:

- Your name, address and telephone number;
- How, why and when you believe you were discriminated against;
- The name of any people, if know, who ATN may contact to support or clarify your allegations.

A printable Title VI Complaint Form is available at the ATN website at [www.RideART.org](http://www.RideART.org) or by calling 888-364-ARTS (2787).

All complaints will be investigated promptly. Once received, the complaint will be assigned to an investigator. Based upon receipt of all information required, ATN will normally complete an investigation of a Title VI complaint within 90 days of receipt. Receipt of additional relevant information may expand the timing of the complaint resolution.

The ATN Operations Manager will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file a complaint externally.



## ATTACHMENT D – LIMITED ENGLISH PROFICIENCY PLAN



Anaheim Resort Transportation service of Anaheim  
Transportation Network

*Limited English Proficiency Plan*



ATN Board of Directors Original Approval – 02-27-2013  
3-25-2015  
06-06-2018



## INTRODUCTION

This Limited English Proficiency (LEP) Implementation Plan has been prepared to address the Anaheim Transportation Network's (ATN) responsibilities as a recipient of federal financial assistance as it relates to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulations which states no person in the United States shall be subjected to discrimination on basis of race, color, or national origin.

There are two pieces of legislation that provide the foundation for the development of an LEP Plan; Title VI of the Civil Rights Act of 1964 and the Executive Order 13166. In some circumstances, failure to ensure LEP persons can effectively participate in federally assisted programs may constitute discrimination based on race, color or national origin under Title VI. In order to comply with Title VI, ATN will take reasonable actions for competent language assistance.

Executive Order 13166 clarified requirements for an LEP person under Title VI. Executive Order 13166 requires ATN to examine the services it provides and to develop and implement a system by which an LEP person can have meaningful access those services. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

As a sub-recipient of the Orange County Transportation Authority (OCTA), the Anaheim Transportation Network (ATN) has the ability to adopt OCTA's Limited English Proficiency (LEP) Plan. The purpose of this is to allow sub-recipients with limited resources to use data collected and analyzed by the primary recipient. However, a separate Implementation Plan must be prepared to address LEP needs within the sub-recipients service area. ATN's LEP Implementation Plan was adopted by the ATN Board of Directors on February 27, 2013. ATN Board of Directors approved LEP Implementation Plan update on May 27, 2015 and June 6, 2018.

## ATN'S LEP IMPLEMENTATION PLAN

United States Department of Justice (DOJ) developed a Four Factor Analysis to establish a Safe Harbor threshold of 1,000 speakers, or five percent of the population whichever less is. Nineteen languages in United States meet this criteria. In Orange County, Spanish and Vietnamese, at 26.5 percent at 5.8 percent respectively, are the two languages that meet this criteria. Based on the 2010 Census (and 2013 Census update), the ATN determined that the Anaheim's Spanish speaking population (meet the DOJ Safe Harbor threshold. In addition, ATN utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed its Four Factor Analysis for LEP Plan development.

The DOT maintains that public transit agencies can retain LEP ridership even after they become proficient in English if his/her experience with public transportation is positive. Additionally, the Federal Transit Administration (FTA) has determined that conducting a LEP needs assessment based on a Four Factor Analysis ensures that a transit agency can know and understand the LEP population in its service area



and be in a better position to implement a cost-effective mix of language assistance measures that target resources appropriately.

### Four Factor Analysis

The DOT Four Factor Analysis provides guidance to transit agencies receiving federal financial assistance in taking reasonable steps to ensure meaningful access to all of its services, programs, and activities utilized by LEP persons. The DOT guidance states transit agencies will provide written translation of vital documents for each eligible LEP language group that meets the Department of Justice (DOJ) Safe Harbor provision of five (5) percent of the population or 1,000 persons, whichever is less, identified as a limited English proficiency speaker within the service area. Such practices will be considered strong evidence of compliance with the recipient's written- translation obligations. The DOT Four Factor Analysis assesses the following criteria:

- Factor 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by ATN service, program, or activity;
- Factor 2:** The frequency with which LEP individuals come in contact with the program, service, or activity;
- Factor 3:** The nature or importance of ATN services, programs, or activities provided to LEP individuals;
- Factor 4:** The resources available to ATN and the costs

Based on the four factor analysis conducted by OCTA, ATN developed an implementation plan to ensure meaningful access to information for the LEP residents of the City of Anaheim. Current programs, activities, and services that are being offered by ATN as of April 2013 include:

### **FACTOR ONE**

The Factor One analysis documents the number or proportion of persons with limited English proficiency in ATN service area eligible to be served or likely to be encountered by ATN service, program, or activity. ATN utilized various external data, such as the 2010 U.S. Census and the American Community Survey, to gather this data.

In addition, internal data sources, such as requests for translation services and surveys, are utilized to determinate the approximate number of LEP persons age 5 years and older. ATN also monitors website activity, specifically requests a Google Analytics report on session conducted by customers in languages other than English. Table 1.1 provides information on sessions conducted in a foreign language through December 2017.

ATN defines a LEP person as those individuals limited by the ability to speak English less than "very well"



or “not at all” as reported by the U.S. Census Bureau.

**EXTERNAL SOURCES – U.S. Census Bureau**

Table 1 represents the racial breakdown of the City of Anaheim according to the 2010 U.S. Census Bureau.

**Table 1: Anaheim Racial Break-Down Total Population 346,776<sup>1</sup>**

Race & Origin	Population	Percentage of Population
<b>White</b>	<b>104,375</b>	<b>30.10%</b>
<b>Black/African American</b>	<b>7,749</b>	<b>2.23%</b>
<b>American Indian &amp; Alaska Native</b>	<b>1,462</b>	<b>0.42%</b>
<b>Asian</b>	<b>55,558</b>	<b>16.02%</b>
Asian Indian	4,908	1.42%
Chinese	5,153	1.49%
Filipino	13,864	4.00%
Japanese	1,897	0.55%
Korean	7,501	2.16%
Vietnamese	17,896	5.16%
Other Asian	4,339	1.25%
<b>Native Hawaiian &amp; Hawaiian &amp; Another Pacific Islander</b>	<b>1,687</b>	<b>0.49%</b>
<b>Hispanic</b>	<b>175,945</b>	<b>50.74%</b>
Mexican	164,064	47.31%
Puerto Rico	1,649	0.48%
Cuban	1,110	0.32%
Other Latino/Hispanic	9,122	2.63%
<b>Total Population</b>	<b>346,776</b>	

**Table 1.1 Website Session Conducted in Foreign Language**

Language	Total Sessions	% of Total Sessions
English	316,680	97.32
Japanese	5,893	1.81%
Spanish	2,821	0.87%
<b>Total Sessions</b>	<b>325,394</b>	<b>100%</b>

Table 2 represents the LEP speakers by language and the percentage of LEP persons in Anaheim who meet the Department of Justice (DOJ) Safe Harbor provision of “every 1,000 speakers or five percent of the population whichever is less.”

<sup>1</sup> Source: 2010-2016 American Community Survey



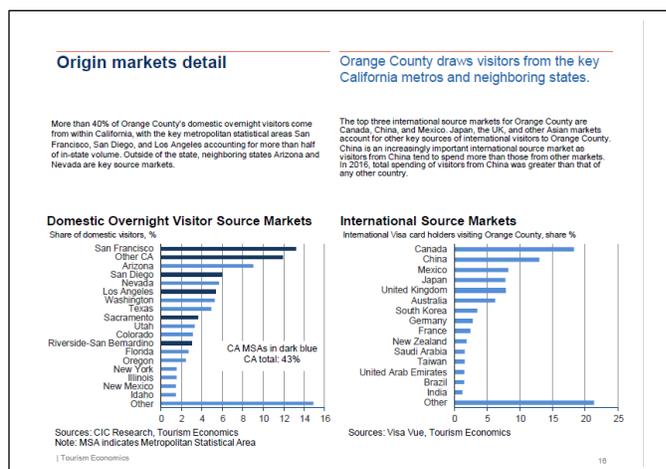
**Table 2: LEP Speakers by Language in Anaheim (Safe Harbor Provision) Total Population 346,776 Age 5 Years and Older**

Language	Total Population	Percentage of Total Population
Chinese	5,153	1.49%
Filipino	13,864	4.00%
Korean	7,501	2.16%
Vietnamese	17,896	5.16%
Hispanic	175,945	50.74%

The two languages, which meet both criteria, are Spanish at 57.02 percent and Vietnamese at 5.2 percent of the LEP population that speaks English less than “very well” or “not at all” in the City of Anaheim.

Additional four (4) languages meet the DOJ Safe Harbor threshold of 1,000 speakers, but only two languages meet the five percent threshold. Considering that Asian and Pacific Islander nations are grouped together by government classifications and 2010 Census in aggregate by regions, national identity and ethnic background, with two major groups being Indo-European and Pacific Islander.

In addition to the traditional US Census information, ATN gathers information pertaining to its unique traveling demographic. ATN uses lodging and travel information gathered by Visit Anaheim and Visit California<sup>2</sup> to ascertain language assistance that maybe needed aboard ART system. According to the report, 48.24 million individuals traveled to Orange County in 2016. Approximately 4.4 million visitors were from foreign countries. Table 2.2 represents information on foreign visitation to Orange County.



<sup>2</sup> Orange County Tourism Economic Study Report\_2016



**FACTOR TWO**

The Factor Two analysis documents the frequency with which LEP individuals meet ATN’s programs, service, or activity.

**EXTERNAL RESOURCES**

Table 3 represents the population in Anaheim who travel by means of public transportation and the ability to speak English.

**Table 3: Means of Transportation<sup>3</sup>**

Means of Transportation by Language Spoken at Home and Ability to Speak English		
	Total	Percentage
Public Transportation	13,056	4.4%
Speaks Spanish		
Speaks English - less than “very well”	6,231	44.6%
Speaks other Languages		
Speaks English – less than “very well”	6,825	40.6%

Approximately 13,056, or 3.9%, of transit population 16 years and over utilize public transportation as a means of transportation to work. Approximately 6,231, or 44.6%, are Spanish speakers and 6,825, or 40.6%, are speakers of other languages who speak English less than “very well.”

As discussed as part of Factor One analysis, ATN uses lodging and travel information gathered by Visit Anaheim and Visit California<sup>4</sup> to ascertain language assistance that maybe needed aboard ART system. According to the report, 48.24 million individuals traveled to Orange County in 2016. Approximately 4.4 million visitors were from foreign countries. Table 2.2 (above) represents information on foreign visitation to Orange County.

According to the Orange County Tourism Economic Study report, top countries visiting Orange County are:

- ◆ Canada
- ◆ Mexico
- ◆ China
- ◆ Japan
- ◆ United Kingdom
- ◆ Other Asian Countries

These languages are covered by the Save Harbor requirements.

<sup>3</sup> Source: US Census Bureau 2009 American Community Survey

<sup>4</sup> Orange County Tourism Economic Study Report\_2016



### **FACTOR THREE**

The Factor Three analysis documents the nature or importance of ATN services, programs, or activities provided to LEP individuals.

ATN was formed in 1995 to provide public transportation services for the City of Anaheim and surrounding areas. ATN delivers efficient transportation programs that reduce traffic congestion and improve mobility. ATN was formed by the City of Anaheim to reduce traffic congestion and improve air quality in-and-around the major event centers located in The Anaheim Resort and Platinum Triangle areas.

ATN provides important transit services to the public through its fixed route public transit programs. ATN also provides bus service between Metrolink & Amtrak rail stations.

Ongoing ATN Customer Satisfaction Survey efforts reveal that Anaheim residents, employees and visitor utilize transportation services for the purpose of commuting to work offered at major city's event centers and visitors use ATN services in lieu of reliance on personal automobiles. Over 9 million annual passengers use ATN services. Usage of ATN services increases at an annual rate of three percent.

### **FACTOR FOUR**

The Factor Four analysis documents the resources available to the recipient of federal funds to assure meaningful access to the service by LEP persons.

ATN ensures that pertinent information is available regarding services, programs, and activities including surveys, bus routes and fares, public service announcements and information on the buses, as well as in the Administrative Office buildings.

ATN's Customer Service staff, which manages customer engagement by phone, mail, email, and in-person currently benefits from staff members who speak Spanish. ATN also utilizes translation services provided by Visit Anaheim in over 160 languages. The ATN website uses Google Translate features to make sure that public transit information is available for the general public.

Vital documents are defined as those documents without which a person would be unable to access services. The following are written communications that are printed in applicable languages:

- ATN System Map

The following documents are available on the ATN's website and can be translated into any language covered by Google Translate:

- Rider Alerts
- Title VI Protection Notifications



The following documents use international symbols and numbers to communicate pertinent information:

- Temporary signs at bus stops informing customers of any detours or route changes
- Interior bus posters and stickers displaying safety or system information
- Fare cards on fare boxes

#### **LANGUAGE ASSISTANCE MEASURES**

- Title VI Notification placards in English and Spanish are installed on-board all Anaheim Resort Transportation (ART) buses.
- Interior bus posters displaying general safety information in English and Spanish, along with pictographs
- Major Service and Fare Changes Notices are provided in English and Spanish and are distributed on-board all ART buses, and published in local newspapers
- Many coach operators are bilingual; however, if they are not bilingual, they are instructed to request assistance by contacting dispatch in order to respond to LEP individuals
  - LEP callers are directed to bilingual staff. Currently, ATN has several regular hourly employees who speak languages other than English, including Spanish
  - ART website has a “translate” feature allowing viewing of ART website information and materials in all language available through Google Translate
  - Should language assistance requests be made, ATN has access to interpretation services provided by the Anaheim Orange County Visitor and Convention Bureau (AOCVCB)
  - ART Route maps/timetables are universal by showing street alignments and numeric timetables

#### **VITAL DOCUMENTS**

Vital Documents are defined as those documents without which a person would be unable to access services. The following are available on the website and can be translated into any language available through Google Translate:

- Title VI Protection Notifications (on-board all buses, website)
- Major Service and Fare Change Notifications (on-board all buses, website, public newspapers)
- Interior bus posters and stickers displaying safety or system information



ART System Map consists primarily of business and street names, and numeric timetables that cannot be translated in other languages. Translations are available online and on ATN's website through Google Translate functions.

#### **STAFF TRAINING**

There are four primary staff groups who come into contact with LEP individuals: Coach Operators, Customer Service Representatives, Transit Managers/Administrators and Marketing Staff.

- Coach Operators have the greatest potential to interact with LEP person, through daily interaction with passengers
- Customer Service Representatives are also likely to come into contact with LEP persons by telephone, or when assisting passengers

LEP training for both groups occurs during their initial training and orientation. This training includes understanding Title VI responsibilities, what procedures to follow when encountering an LEP person, and how to handle a potential Title VI complaint.



## ATTACHMENT E – LANGUAGE INTERPRETERS

American Language Services  
1849 Sawtelle Blvd., Suite 600  
Los Angeles, CA 90025  
alan@alsglobal.net  
www.alsglobal.net/interpreting\_meetings.php  
310/829.0741  
310/829.3222 fax

Dayle McIntosh Center for the Disabled  
13272 Garden Grove Blvd.  
Garden Grove, CA 92843  
dmc@daylemc.org  
www.daylemc.org/  
714/621.3300  
714/663.2094 fax

Continental Interpreting Services  
3111 N. Tustin St., #235  
Orange, CA 92865  
stephaniee@cis-inc.com  
www.cis-inc.com  
714/283.9050

Black Diamond Services  
PO BOX 23458  
Dana Point, CA 92629  
pcs@blackdiamondonline.us  
www.blackdiamond.org  
949/257.3290  
954/786.1596 fax



## ATTACHMENT F – NOTIFICATION OF PROTECTION UNDER TITLE VI

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## NOTIFICATION OF TITLE VI PROTECTION

Anaheim Resort Transportation (ART) operates all of its services, programs, and activities without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that he or she, or as a member of specific group, has been subjected to discrimination, within 180 days of the incident, may file a signed Title VI complaint with **ART**.

**For more Title VI information or for the procedure to file a complaint:**



888-364-2787



[rideart.org/Title VI](http://rideart.org/TitleVI)



[artinfo@atnetwork.org](mailto:artinfo@atnetwork.org)



ART Administrative Offices  
1354 S. Anaheim Blvd.  
Anaheim, CA 92805

To request Title VI information or file a complaint in another language visit [rideart.org](http://rideart.org).

Para solicitar información acerca de sus derechos civiles en otro idioma, por favor visite [rideart.org](http://rideart.org)

Để yêu cầu thông tin về các quyền dân sự của bạn bằng ngôn ngữ khác, vui lòng truy cập [rideart.org](http://rideart.org)

若要请求您在其他语言中的公民权利有关的信息, 请访问 [rideart.org](http://rideart.org)

다른 언어에서 시민의 권리에 대한 정보를 요청 하려면 [rideart.org](http://rideart.org) 을 방문 하시기 바랍니다

Upang humiling ng Titulo VI (Title VI) na impormasyon o magsampa ng reklamo sa ibang wika tawagan ang [rideart.org](http://rideart.org)

他の言語で市民の権利についての情報を要求するには、[rideart.org](http://rideart.org) をご覧ください



## ATTACHMENT G – ROUTE CHARACTERISTICS

ATN Route Characteristics										
Route #	% of Route in Minority Tract	Length of Route in Minority Tract (miles)	Length of Entire Route (miles)	PM Peak Headway (mins)	PM Peak Load Factor	Vehicle Type (Series #)	# of Vehicles in Service AM Peak	# of Vehicles in Service Off Peak	# of Vehicles in Service PM Peak	Average Age of Vehicle (years)
1	72%	2.7	3.8	20 mins	1.00 - 1.50	40-ft LNG	1.59	1	1.59	14.66
2	90%	2.7	3.0	20 mins	1.00 - 1.50	32-ft Cut Away	2.00	1	2.59	7.38
3	100%	2.7	2.7	15 mins	1.00 - 1.50	40-ft ZEB	2.00	1	2.59	1.66
4	100%	2.4	2.4	15 mins	1.00 - 1.50	40-ft ZEB	2.00	1	2.59	1.66
5	100%	2.3	2.3	15 mins	1.00 - 1.50	40-ft LNG	2.00	1	2.59	14.66
6	100%	1.8	1.8	20 mins	1.00 - 1.50	40-ft LNG	1.59	1	1.59	14.66
7	100%	2.3	2.3	20 mins	1.00 - 1.50	32-ft Cut Away	1.59	1	1.59	7.38
8	100%	2.7	2.7	20 mins	1.00 - 1.50	32-ft Cut Away	1.59	1	1.59	7.38
9	100%	3.1	3.1	20 mins	1.00 - 1.50	32-ft Cut Away	1.59	1	1.59	7.38
10	100%	2.3	2.3	30 mins	1.00 - 1.50	32-ft El Dorado	1.59	1	1.59	7.38
11	100%	3.4	3.4	20 mins	1.00	Kodiak	2.00	1	1.59	7.38
12	100%	4.1	4.1	30 mins	1.00 - 1.50	40-ft LNG	1.59	1	1.59	7.38
15	100%	5.7	5.7	40 mins	1.00	Kodiak	1	1	1	7.38
16	100%	3.7	3.7	60 mins	1.00 - 1.25	Kodiak	1	1	1	7.38
17	95%	9.97	10.5	Commuter Service	1.00	Kodiak	2	2	2	7.38
18	100%	13.9	13.9	60 mins	1.00	Kodiak	1	1	1	7.38
20	100%	0.9	0.9	5 mins	1.00 - 1.50	LNG	24	18	28	14.66
22	22.2%	5.2	23.4	60 min	1.00	32-ft El Dorado	1	1	1	7.38
23	100%	4.2	4.2	Commuter Service	1.00	32-ft El Dorado	2	1	2	7.38

All 17 routes are considered minority routes with 73% of service within minority areas.

7 floater vehicles are used during am & pm peak between routes 1 - 12



## ATTACHMENT H

### EXAMPLES OF PUBLIC SOLICITATION PRIOR TO IMPLEMENTATION



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## Anaheim Resort Transportation

### *Service and Fare Change Policy*



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**MAY 2015**  
**JUNE 2016**



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## **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.



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“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 that 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 that 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 that the average system-wide headways for non-



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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 I – TITLE VI ASSESSMENT FOR THE FARE INCREASE  
EFFECTIVE FEBRUARY 1, 2017



**DATE:** DECEMBER 7, 2016  
**TO:** ATN BOARD OF DIRECTORS  
**FROM:** DIANA KOTLER, EXECUTIVE DIRECTOR  
**RE:** AGENDA ITEM #12

**RECOMMENDATION:**

Approve Resolution No. 2016–04 a Resolution of the Anaheim Transportation Network recommending increase in Anaheim Resort Transportation services adult passenger fares and a Resolution No. 2016–05 a Resolution of the Anaheim Transportation Network recommending increase in Anaheim Resort Transportation assessment fees, accept Title VI Equity Analysis in compliance with the Civil Rights Act of 1964 and FTA Circular 4702.1B and Public Comments Report

**DISCUSSION:**

At its October 26, 2016, the Anaheim Transportation Network (ATN) Board of Directors directed staff to proceed with the increase of ART adult passenger fares and adjustment to the ART assessment rates. This action was necessitated as a result of termination of an operating agreement between ATN and its transportation services contractor, First Group, Inc. (First Transit).

ATN received first correspondence from First Transit on July 10, 2016. This correspondence consisted of a request to renegotiated contracted service rates for the provision of ART public transportation services. Subsequent correspondence, dated July 27, 2016, stating that First Transit initiated a 120-day mutual termination clause of the agreement. The final day of First Transit’s provision of ART service was November 30, 2016.

In response to these events, on August 19, 2016, ATN issued a Request for Proposals (RFP) #2016-010 to begin selection process for the new transportation provider for ART public transportation services. ATN received proposals from four (4) firms:

1. MV Transportation
2. First Transit
3. Keolis Transit Services, LLC
4. TransDev Services, Inc.

Upon completion of the evaluation of technical proposals, ATN’s Evaluation Committee invited two firms, Keolis Transit Services, LLC and TransDev Transit Services, Inc. to attend an interview and submit their Best and Final Offers (BAFO). In addition to the evaluation of the technical and professional expertise of the finalists, the Evaluation Committee had to consider financial implications on operations since ATN’s Operating Budget was structured and adopted, by the ATN Board of Directors, based on the terms of the agreement between ATN and First Transit, which was supposed to continue through June 30, 2019.



As a result of this early termination and First Transit's execution of a Collective Bargaining Agreement with Teamsters Local 952, ATN needed to pursue several alternatives to generate sufficient revenue to cover unplanned operating expenses. Based on the rate analysis comparison of the lowest BAFO proposal submitted by TransDev, the ATN had to develop a plan to overcome a marginal funding shortfall of \$922,300 for 2017; \$427,837 for FY 2018; \$509,364 for FY 2019; 701,289 for FY 2020; and \$714,814 for FY 2021.

To develop an equitable solution to maintain financial capacity of the ATN, the Board of Directors was deliberated several options:

1. Increase ART Adult Passenger Fares
2. Increase all ART Passenger Fares
3. Increase ART Assessment Fees to \$.52 per room per day and eliminate hotel sales incentive programs
4. Increase ART Assessment Fees to \$.55 per room per day and keep hotel sales incentive programs

At its October Board of Directors meeting, Board members approved a recommendation and directed staff to set a Public Hearing date for December 7, 2016, and to proceed with steps outlined in the ATN's Public Participation Plan to seek public comments for an approved recommendation to:

1. Raise ART Adult Passenger Fares;
2. Increase ART Assessment Fees; and
3. Submit a request funding from Anaheim Tourism Improvement District (ATID) Transportation Committee

The proposed revenue generating options are available to the ATN Board of Directors through the language outlined in the ART Operating Service Agreement. Pursuant to the ART Operating Service Agreement, ATN Board of Directors has .... *the right, in its sole and absolute discretion subject to the process outlined in this Section II and any other process established in or permitted by the ATN Bylaws (as may be amended), to change ART service, routes, and stop locations from time to time, including without limitation during the term of this Agreement.*

Therefore, in compliance with the procedures outlined in the agreement, ATN is conducting a Public Hearing to obtain input from all interested parties regarding the proposed increase in ART Adult Passenger Fares and ART Assessment Fees.

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<sup>1</sup> Collective Bargain Agreement (CBA) with the Teamsters Local 952 was approved on September 21, 2016, and will likely to be required on all future driver service contracts.



## INCREASE ART FARES EFFECTIVE FEBRUARY 1, 2017

The first strategy to generate revenue is to increase ART Adult Passenger Fares, only. Fare increases to the one-way cash fares, ART child and reduced fare passes are not recommended.

The recommendation to limit fare increase to the adult passes only is based on the following factors:

1. Soft ridership market is anticipated for 2017 and 2018. Increases in fares may cause decrease in ridership beyond anticipated new revenue
2. ART typically established its fares based on the local parking rates and the cost of two (2) adult and two (2) child ART passes; where the cost of ART passes for the family of four (4) should not exceed the cost of parking. Based on the proposed new ART rates, the cost of riding ART for a family of four (4) would be \$15.00
3. To overcome future budgetary shortfall, ATN Board may need to consider increases to ART fares in 2019, to coincide with completion of development projects in The Anaheim Resort®, and Disneyland® Resort

The proposed new ART fare structure is presented in Table 1. The last ART fare increase was approved by the ATN Board of Directors in October 2012. The increase included all fare categories and is summarized in Table 2.

**TABLE 1 – PROPOSED TEN PERCENT ART FARE INCREASE**

Increase ART Passenger Fares		Current Fare	Proposed Fare Increase
1-day		\$5.00	\$5.50
3-day		\$12.00	\$14.00
5-day		\$20.00	\$23.00
	<b>Current # of Passes Sold</b>	<b>Current Revenue</b>	<b>With Fare Increase*</b>
1-day	513,787	\$2,568,935	\$2,755,183
3-day	86,907	\$1,042,884	\$1,186,281
5-day	45,461	\$909,220	\$1,019,463
		<b>\$4,521,039</b>	<b>\$4,960,926</b>
			<b>\$ 439,887</b>



**TABLE 2 -- PREVIOUS FARE INCREASES**

Year	1-day Adult Pass	3-day Adult Pass	5-day Adult Pass	Child 1-day Pass	Child 3-day Pass	Child 5-day Pass	Reduced 1-day Pass	Reduced 3-day Pass	Reduced 3-day Pass
2002	\$2.00	\$5.00	\$8.00						
2003	\$3.00	\$8.00	\$10.00						
2005	\$4.00	\$10.00	\$16.00						
2008				\$1.00	\$2.00	\$4.00	\$2.00	\$5.00	\$8.00
2012	\$5.00	\$12.00	\$20.00	\$2.00	\$3.00	\$5.00	\$2.00	\$5.00	\$8.00
<b>2017</b>	<b>\$5.50</b>	<b>\$14.00</b>	<b>\$23.00</b>	<b>\$2.00</b>	<b>\$3.00</b>	<b>\$5.00</b>	<b>\$2.00</b>	<b>\$5.00</b>	<b>\$8.00</b>

Total increase its ART passes sales is projected to be approximately \$439,887.

**1. INCREASE ART ASSESSMENT RATES FROM \$.48 PER ROOM PER DAY TO \$.55 PER ROOM PER DAY EFFECTIVE MARCH 1, 2017**

ATN public transportation service touches more than 9 million passengers every year. Given the tremendous growth in ridership, as well as the development that has either taken place and/or is the planning phase, for both the Anaheim Resort District and the Platinum Triangle, ATN’s costs have significant increased over its 15 years in operations. However, assessment rates to the participating properties remained unchanged during this time period.

ATN was able to sustain assessment rates at the initial level, as established in 2002, by securing additional sources of revenue to manage increasing operating costs through regional and federal grant opportunities, alternative fuel tax credits, and enhanced revenues through advertising opportunities. In addition, cost containment efforts such as internalization of dispatch, field supervision, maintenance functions and restructuring of its fleet financing were undertaken to maintain assessment rates at its initially established levels.

However, changes in the contractual relations between the ATN and its transportation service provider and unionization of contractor’s labor force, require ATN to look further at it financial structure Based on the direction of the ATN Board of Directors, the assessment rate for all ART members would increase from the current rate of \$.48/room/day to \$.55/room/day.



**TABLE 3 – PROJECT OPERATING DEFICIT**

	Yr 1 (2017)	Yr 2 (2018)	Yr 3 (2019)	Option Yr 1	Option Yr 2	Cumulative
<b>Total Current Contract Cost</b>	<b>\$8,044,400</b>	<b>\$7,763,600</b>	<b>\$8,065,200</b>	<b>8,483,800</b>	<b>\$8,780,800</b>	<b>\$41,137,800</b>
<b>Adopted Transportation Services Budget</b>	<b>\$7,122,100</b>	<b>\$7,335,763</b>	<b>\$7,555,836</b>	<b>7,782,511</b>	<b>\$8,015,986</b>	
<b>Projected Operating Deficit</b>	<b>\$ 922,300</b>	<b>\$ 427,837</b>	<b>\$ 509,364</b>	<b>\$ 701,289</b>	<b>\$ 714,814</b>	<b>\$ 3,275,604</b>

The remaining shortfall in revenue will be generated through a submittal of a funding request to Anaheim Tourism Improvement District (ATID) Transportation Committee, which was established on September 14, 2010, by the Anaheim City Council as a means of providing the necessary resources to enhance tourism activity and increase hotel room stays. The ATID established an assessment of two (2) percent of the room rent for all hotel facilities located within the ATID boundaries (Anaheim Resort and the Platinum Triangle). ATID generates approximately \$4 million annually. This assessment is not a tax for the general benefit of the City; but rather it is an assessment for activities that provide benefits directly to those hotels within the ATID. The ATID Management Plan which was established under Anaheim City Ordinance 6174 Section 2.14.050 states:

The ATID serves as a funding mechanism for some or all of the following types of special improvements or activities to market, promote, and support the City's tourism and convention industry including ..... Transportation expenses such as Anaheim Transportation Network for Assessed Facilities.

The proposed revenue generating strategies will equitable distribute financial responsibility:

ART Adult Fare Increase	\$439,887
ART Assessment Fare Increase	\$259,015
ATID Funding	<u>\$223,398</u>
<b>TOTAL REVENUE INCREASE</b>	<b>\$922,300</b>

**TITLE VI ANALYSIS FOR FARE INCREASE AND ASSESSMENT FEES ADJUSTMENT**

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B, dated October 1, 2012, ATN performed analysis of fare change to determine if the change has a disproportionately high and adverse effect on minority and/or low-income populations. ATN also conducts outreach to the public to receive their input on the fare change, consistent with its Public Participation Plan, and the FTA Circular's requirement to provide meaningful opportunities for underrepresented populations to participate in transportation decisions.



ATN needed to increase revenue sources to offset anticipated increases in the operational costs. due to collective bargaining for the bus drivers, which raised the hourly rates of providing services, and led to a change in the bus operations contractor. Therefore, ATN is looking to increase local assessments and ART fares to offset a 27.8% increase in the operating costs.

ATN has not increased fares in over five (5) years and assessment fees in fifteen (15) years, while operating costs have steadily increased. ART fare increase will only impact 1-day, 3-day and 5-day adult passes. No fare increase is recommended on child and/or reduced fares. Increase is not recommended on 15-day and 30-day ART passes.

In order to provide meaningful public participation, ATN held a public workshop on December 1, 2016, and a public hearing on December 7, 2016. Notices were mailed to approximately 4,840 community members, and were provided on-board all ATN buses during the month on November 2016. Additionally, public notices were published in the local paper prior to the public hearings and on ATN's website at [www.rideart.org](http://www.rideart.org). Results from public participation activities are summarized in a separate report titled "Public Participation Summary Report" for the Fare Increase effective February 1, 2017."

ATN gathered data to conduct Impact Analysis to analyze the effects of a fare change on minority and low-income populations following the procedures in FTA Circular 4702.1B Chapter IV, Section 7(b)). In its evaluation ATN considered:

1. Information generated from ridership surveys
2. 2010 Census data to determine the percentage of the population within the ATN service that are considered minority and low-income
3. ATN Demographic Profile
4. Ridership Demographics Survey
5. Customer Comment Cards; and
6. Fare Media Distribution

The majority of ART passes sold in fiscal year 2015/16 were 1-day adult passes (59%); 3-day adult passes (9.9%); 5-day adult passes (5.2%); for the total adult sales of 74.1% of all ART passes sold, followed by 1-day child passes of 12% of total sales. All other pass types, including reduced fare passes, make up 13.9% or less of total sales.

ATN also had to evaluate available alternatives for passengers affected by the February 2017 Fare Increase. Although ATN has determined that minority and/or low-income riders will not be disproportionality impacted by the fare changes, ATN had to analyze alternative fare payment media and transportation options available for individuals who could be affected by the fare increase following the procedures in FTA Circular 4702.1B, Chapter IV, Section 7(b).



1. Alternative Fare Media -- The fare increase will be applied to 1-day, 3-day and 5-day adult passes. ART provides other fare media that will not be affected by the fare increase including the one-way cash fares, children fares, reduced fares, and children under three years of age will continue to ride for free.
2. Alternative Transit Modes including Fare Payment Types -- ART operates a single mode, public bus transportation service within and around The Anaheim Resort®. As an alternative to ART service, Orange County Transportation Authority (OCTA) provides public bus service for the entire Orange County area. OCTA service operates in parallel to ART along Harbor Boulevard and Katella Avenue.

Although ATN has determined that minority and/or low-income riders will not be disproportionately impacted by the fare changes, in accordance within FTA Circular 4702.1B Chapter IV, Section 7(b), ATN had to conduct analysis to determine mitigation needs and any potential adverse effects of the fare increase on minority and low-income populations. According to the analysis no mitigation strategies are recommended at this time since:

1. ART ridership demographic is comprised mostly of passengers who travel to The Anaheim Resort®, and surrounding areas, for the purposed of vacation and/or holiday (93%). Followed by trips to conventions and/or business meetings (3%). A total of 3% of ART ridership represent commuter-based trips.
2. Over 87 percent of ART ridership fall into income categories of over \$50,000 in annual household income. To ensure that low-income populations are not adversely affected by the ART fare increase, no fare changes are recommended for 15- and 30-day passes, reduced passes, children passes and one-way cash fares.
3. ATN has several transfer agreements with neighboring transit agencies:
  1. For local bus service – free transfer between OCTA and ART along Harbor Boulevard and Katella Avenue at share bus stops;
  2. Amtrak intercity rail service – free transfer, with a valid rail pass, between Amtrak and ART; and
  3. Southern California Regional Rail Authority (Metrolink) -- free transfer, with a valid rail pass, between Metrolink and ART

In conclusion, the proposed increase to fares for adult 1-day, 3-day and 5-day passes will not have disproportionate and/or disparate impact on low income and minority populations. Since ATN has not increased its fares since 2012 and assessment rates were held at the initial level as established in 2002, ATN ridership data indicates that that minority and/or low-income riders are



not disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare changes, and the majority of riders surveyed do not feel that the existing fare price is too expensive. Although the ATN service area is predominately minority and all ATN routes are within low-income residential areas.

Although there is no indication that Title VI populations are disproportionately impacted by the proposed fare increase, ATN has taken several measures to mitigate impacts on low-income and minority populations by:

- Keeping same rate for 15-day and 30-day adult passes
- Maintain same fare rate for all child and reduced fare passes
- Improved access to regional transit and rail services through fare-transfer agreements with OCTA and Metrolink
- Increasing assessment rates on the local business community

Because no disparate impacts were found, mitigation measures are included as part of the fare increase, and alternatives are available, no other action is necessary by the ATN Board of Directors to implement the proposed fare increase.

#### **PUBLIC PARTICIPATION SUMMARY REPORT SUMMARY**

Information pertaining to the proposed ART Adult Passenger Fare increase was provided to the public through several communication strategies:

1. Public workshop on December 1, 2016
2. Written comment deadline of December 4, 2016
3. Notices to approximately 4,840 community members and residents
4. Publications on-board all ATN buses
5. public notice in the local paper
6. Notice on the ATN's website at [www.rideart.org](http://www.rideart.org)

As of Monday, December 5, 2017, ATN did not receive any oral and written comments from the public.

**RESOLUTION NO. 2016-05**

**RESOLUTION  
OF THE ANAHEIM TRANSPORTATION NETWORK  
RECOMMENDING INCREASE IN ANAHEIM RESORT TRANSPORTATION  
ASSESSMENT FEES**

WHEREAS, Anaheim Transportation Network (“ATN”) is a private, non-profit public benefit transportation management association created in 1995 to, among other things, implement the City of Anaheim (“City”) mitigation measures described below and to develop and operate a public transportation system commonly known as the Anaheim Resort Transportation (“ART”) for The Anaheim Resort, the Platinum Triangle™ and other areas of the City and surrounding communities; and

WHEREAS, ATN manages and operates ART Clean Fuel Public Transit system along fixed routes in The “Anaheim Resort” and “Platinum Triangle” geographic areas identified by the Anaheim Resort®, Disneyland® Resort and Platinum Triangle™ Specific Plans, which have been approved by the City and have been amended from time to time; and

WHEREAS, The Platinum Triangle, and the Anaheim and Disneyland Resort Specific Plans identify Disneyland® Park, Disney’s® California Adventure, Downtown Disney District®, Anaheim Regional Intermodal Transportation Center, Anaheim Stadium, the Honda Center, City National Grove and the Anaheim Convention Center as special activity centers which are to be served by ART; and

WHEREAS, ATN has also entered into a franchise agreement, as amended, with the City to develop, operate and administer ART Clean Fuel Public Transit System; and

WHEREAS, ATN contracts with a third party to provide ART Clean Fuel Public Transit service in accordance with the ATN’s commitment to the City; and

WHEREAS, ATN entered into a contractual relationship with a new transportation services provider for ART Clean Fuel Public Transit service effective December 1, 2016; and

WHEREAS, ATN to address fiscal impacts and increased operating costs associated with the provision of ART Clean Fuel Public Transit service, ART fares shall be adjusted to ensure financial stability of the ATN; and

WHEREAS, ATN conducted public workshops and a public hearing for the purpose of increase of local assessment rates for ART services;

WHEREAS, ATN assessment rates ART service shall be as follows effective March 1, 2017:

<u>Current</u>	<u>Effective 2/1/2017</u>
\$ .48/room/day	\$ .55/room/day

WHEREAS, all other sale incentive programs shall remain unchanged; and

WHEREAS, ATN Board of Directors representatives and staff, members of the Anaheim Resort community were notifying about the proposed ART Assessment Rate Increase and had an opportunity to provide verbal and written comments and participate in the Public Participation Process at:

ATN Board of Directors meeting held on October 26, 2016

Public Workshop held on December 1, 2016

Public Hearing of the ATN Board of Directors held on December 7, 2016

NOW, THEREFORE, BE IT RESOLVED the ATN Board of Directors of the Anaheim Transportation Network finds the following and forwards its recommendations:

1. Increase ART Assessment Rates;
2. Direct staff to proceed to modify appropriate collateral, on-line, contractual and all other pertinent documentation to reflect change in ART Assessment Rate February 1, 2017.

Adopted, signed and approved this 7<sup>th</sup> day of December, 2016.

---

Paul Sanford  
Chairman

Attest:

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Diana Kotler, Executive Director

I, Diana Kotler, ATN Executive Director of the Anaheim Transportation Network, do hereby certify that the foregoing Resolution No.2016-004 of the ATN Board of Directors was duly approved by the Anaheim Transportation Network Board of Directors, a California nonprofit public benefit corporation.

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Diana Kotler, Executive Director

I, Diana Kotler, Executive Director of Anaheim Transportation Network, do hereby certify that the foregoing Resolution No.2016-004 of the Board of Directors was duly adopted by the Board of Directors of Anaheim Transportation Network, a California nonprofit public benefit corporation, at a regular meeting of the Board on December 7, 2016, and that it was so adopted by the following vote:

YEAS: 8

NEAS: 1

ABST: 4

---

Diana Kotler, Executive Director

**RESOLUTION NO. 2016-04**

**RESOLUTION  
OF THE ANAHEIM TRANSPORTATION NETWORK  
RECOMMENDING INCREASE IN ANAHEIM RESORT TRANSPORTATION  
SERVICES ADULT PASSENGER FARES**

WHEREAS, Anaheim Transportation Network (“ATN”) is a private, non-profit public benefit transportation management association created in 1995 to, among other things, implement the City of Anaheim (“City”) mitigation measures described below and to develop and operate a public transportation system commonly known as the Anaheim Resort Transportation (“ART”) for The Anaheim Resort, the Platinum Triangle™ and other areas of the City and surrounding communities; and

WHEREAS, ATN manages and operates ART Clean Fuel Public Transit system along fixed routes in The “Anaheim Resort” and “Platinum Triangle” geographic areas identified by the Anaheim Resort®, Disneyland® Resort and Platinum Triangle™ Specific Plans, which have been approved by the City and have been amended from time to time; and

WHEREAS, The Platinum Triangle, and the Anaheim and Disneyland Resort Specific Plans identify Disneyland® Park, Disney’s® California Adventure, Downtown Disney District®, Anaheim Regional Intermodal Transportation Center, Anaheim Stadium, the Honda Center, City National Grove and the Anaheim Convention Center as special activity centers which are to be served by ART; and

WHEREAS, ATN has also entered into a franchise agreement, as amended, with the City to develop, operate and administer ART Clean Fuel Public Transit System; and

WHEREAS, ATN contracts with a third party to provide ART Clean Fuel Public Transit service in accordance with the ATN’s commitment to the City; and

WHEREAS, ATN entered into a contractual relationship with a new transportation services provider for ART Clean Fuel Public Transit service effective December 1, 2016; and

WHEREAS, ATN to address fiscal impacts and increased operating costs associated with the provision of ART Clean Fuel Public Transit service, ART fares shall be adjusted to ensure financial stability of the ATN; and

WHEREAS, ATN conducted public workshops and a public hearing for the purpose of increase of 1-day, 3-day and 5-day ART adult passes with no fare increase on ART child, reduced, 15-day and 30-day ART passes;

WHEREAS, ATN passenger fares for ART service shall be as follows effective February 1, 2017:

	<u>Current</u>	<u>Effective 2/1/2017</u>
1-day ART Adult Pass	\$5.00	\$5.50
3-day ART Adult Pass	\$12.00	\$14.00
5-day ART Adult Pass	\$20.00	\$23.00

WHEREAS, ATN prepared a Title VI Equity Analysis and finds that no disparate impacts were found as a result of the proposed fare increase.

WHEREAS, ATN Board of Directors representatives and staff, members of the Anaheim Resort community were notifying about the proposed ART Fare Increases and had an opportunity to provide verbal and written comments and participate in the Public Participation Process at:

ATN Board of Directors meeting held on October 26, 2016

Public Workshop held on December 1, 2016

Public Hearing of the ATN Board of Directors held on December 7, 2016

NOW, THEREFORE, BE IT RESOLVED the ATN Board of Directors of the Anaheim Transportation Network finds the following and forwards its recommendations:

1. Increase ART Adult Passenger Fares;
2. Direct staff to proceed to modify appropriate collateral, on-line, contractual and all other pertinent documentation to reflect change in ART fare structure effective February 1, 2017.

Adopted, signed and approved this 7<sup>th</sup> day of December, 2016.

---

Paul Sanford  
Chairman

Attest:

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Diana Kotler, Executive Director

I, Diana Kotler, ATN Executive Director of the Anaheim Transportation Network, do hereby certify that the foregoing Resolution No.2016-004 of the ATN Board of Directors was duly approved by the Anaheim Transportation Network Board of Directors, a California nonprofit public benefit corporation.

---

Diana Kotler, Executive Director

I, Diana Kotler, Executive Director of Anaheim Transportation Network, do hereby certify that the foregoing Resolution No.2016-004 of the Board of Directors was duly adopted by the Board of Directors of Anaheim Transportation Network, a California nonprofit public benefit corporation, at a regular meeting of the Board on December 7, 2016, and that it was so adopted by the following vote:

YEAS: 9

NEAS:

ABST: 4

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Diana Kotler, Executive Director



**Title VI Assessment for the  
Fare Increase and Assessment Fees Adjustment  
Effective February 1, 2017**

**Anaheim Resort Transportation – ART**

*Service of Anaheim Transportation Network*





1. INTRODUCTION

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B, dated October 1, 2012, ART performs an analysis of any fare change to determine if the change has a disproportionately high and adverse effect on minority and/or low-income populations. ART also conducts outreach to the public to receive their input on the fare change, consistent with ART’s Public Participation Plan, and the FTA Circular’s requirement to provide meaningful opportunities for underrepresented populations to participate in transportation decisions.

This report documents ART’s Title VI impact analysis for the fare increase and assessment fee adjustment is scheduled to become effective February 1, 2017. It is estimated that the fare increase will generate an additional \$164,629 in fare revenue in Fiscal Year 2016/2017 and \$439,887 for Fiscal Year 2017/2018. It is estimated that the assessment fee adjustment will generate an additional \$86,338 in revenue in Fiscal Year 2016/2017 and 259,015 for Fiscal Year 2017/2018. These increased revenues are needed to offset increasing operational costs. ATN has not increased fares in over five (5) years and assessment fees in fifteen (15) years, while operating costs have steadily increased. ATN is facing increasing operating costs due to collective bargaining for the bus drivers, which raised the hourly rates of providing services, and led to a change in the bus operations contractor. Therefore, ATN is looking to increase local assessments and ART fares to offset a 27.8% increase in the operating costs. ART fare increase will only impact 1-day, 3-day and 5-day adult passes. No fare increase is recommended on child and/or reduced fares. Increase is also not recommended on 15-day and 30-day ART passes.

In order to provide meaningful public participation, ATN held a public workshop on December 1, 2016, and a public hearing on December 7, 2016. Notices were mailed to approximately 4,840 community members, and were provided on-board all ATN buses during the month on November 2016. Additionally, public notices were published in the local paper prior to the public hearings. Results from public participation activities are summarized in a separate report titled “Public Participation Summary Report for the Fare Increase effective February 1, 2017.”

1.1 2017 Fare Change

The fare change, as approved by the ATN Board of Directors in Resolution # 2016-004 is depicted in Figure 1.1. Adult fare passes were increased in 2003, 2005, 2008, and again in 2012.

FIGURE 1.1 Previous Fare Increases

Year	1-day Adult Pass	3-day Adult Pass	5-day Adult Pass	Child 1-day Pass	Child 3-day Pass	Child 5-day Pass	Reduced 1-day Pass	Reduced 3-day Pass	Reduced 3-day Pass
2002	\$2.00	\$5.00	\$8.00						
2003	\$3.00	\$8.00	\$10.00						
2005	\$4.00	\$10.00	\$16.00						
2008				\$1.00	\$2.00	\$4.00	\$2.00	\$5.00	\$8.00
2012	\$5.00	\$12.00	\$20.00	\$2.00	\$3.00	\$5.00	\$2.00	\$5.00	\$8.00
<b>2017</b>	<b>\$5.50</b>	<b>\$14.00</b>	<b>\$23.00</b>	<b>\$2.00</b>	<b>\$3.00</b>	<b>\$5.00</b>	<b>\$2.00</b>	<b>\$5.00</b>	<b>\$8.00</b>



Figure 1.2 ART Fare Media Not Subject to Fare Increase

Adult		Child (Under 2 Free)	Reduced
One-way cash fare	\$3.00	\$1.00	\$1.00
1-day		\$2.00	\$2.00
2-day		\$3.00	\$5.00
5-day		\$5.00	\$8.00
15-day pass		\$22.00	\$10.00
30-day pass		\$27.00	\$20.00

1.2 Revenue from Fare Increase and Assessment Adjustment

The fare increase will go into effect February 1, 2017. It is estimated that the increase will generate an additional \$250,967 in fare revenue and assessment adjustments in the current 2016/17 fiscal year, and \$689,902 in fiscal year 2017/18. This revenue will be used to cover additional operating expenses as a result of collective bargaining for the bus drivers, which raised the hourly rates of providing services, and led to a change in the bus operations contractor from First Group, Inc. (First Transit) to TransDev Transit Services, Inc. (TransDev).

Assessment fee adjustments will also be effective February 1, 2017. These fees are assessed on local business establishments as part of their financial responsibility in support of the local public transit services. Assessment fees will be increased from the current rate of \$.48/room/day to \$.55/room/day.

1.3 Offset ART Operating Costs

As discussed above, ATN is faced with increasing operating costs due to collective bargaining for the bus drivers, which raised the hourly rates of providing services and resulted in an unanticipated change in the bus operations contractor from First Transit to TransDev. ATN has not increased fares since 2012 and assessment contributions since 2002.

2. DATA AND IMPACT ANALYSIS

2.1 Assessing Fare Increase Effects

This section assesses the effects of a fare change on minority and low-income populations following the procedures in FTA Circular 4702.1B Chapter IV, Section 7(b)). Information generated from ridership surveys was used in the analysis. Additionally, 2010 Census data was analyzed to determine the percentage of the population within the ATN service that are considered minority and low-income.

2.2 ATN Demographic Profile

ATN’s service area consists of areas within the City of Anaheim, specifically The Anaheim Resort® and Platinum Triangle™. Within that service area, 67.6 percent of the residents are considered minority. Minority and Non-Minority residential areas are those areas with greater than the ATN service area average, and are shown in Figure 2.1. Figure 2.2 shows that 73 percent or more of ATN’s route service is within minority residential areas. A radius of one-half mile was applied to each route. The routes in this map are based on June 2016 ART System Route Map alignments. Figure 2.3 shows the distribution of low-income populations within the ATN service area. The low-income population distribution is determined by where the per capita income is less than \$21,867. The threshold of \$21,867 is based on 80 percent of



the national per capita income of \$27,334. The residential areas of low-income census tracts are displayed as low-income populations. As of June 2016, all ATN routes have greater than 50 percent of their service area within low-income areas.

Figure 2.1

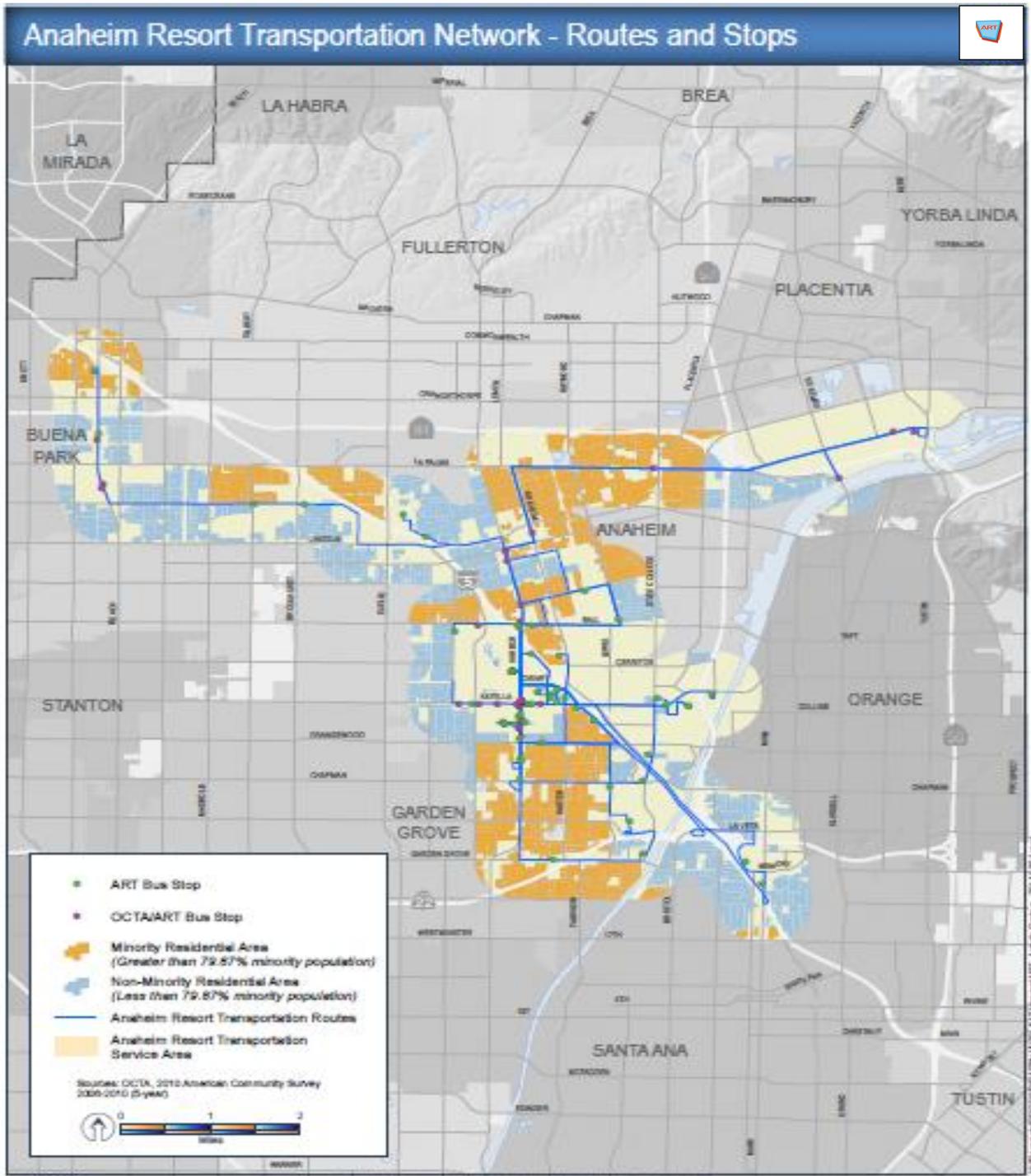




Figure 2.2

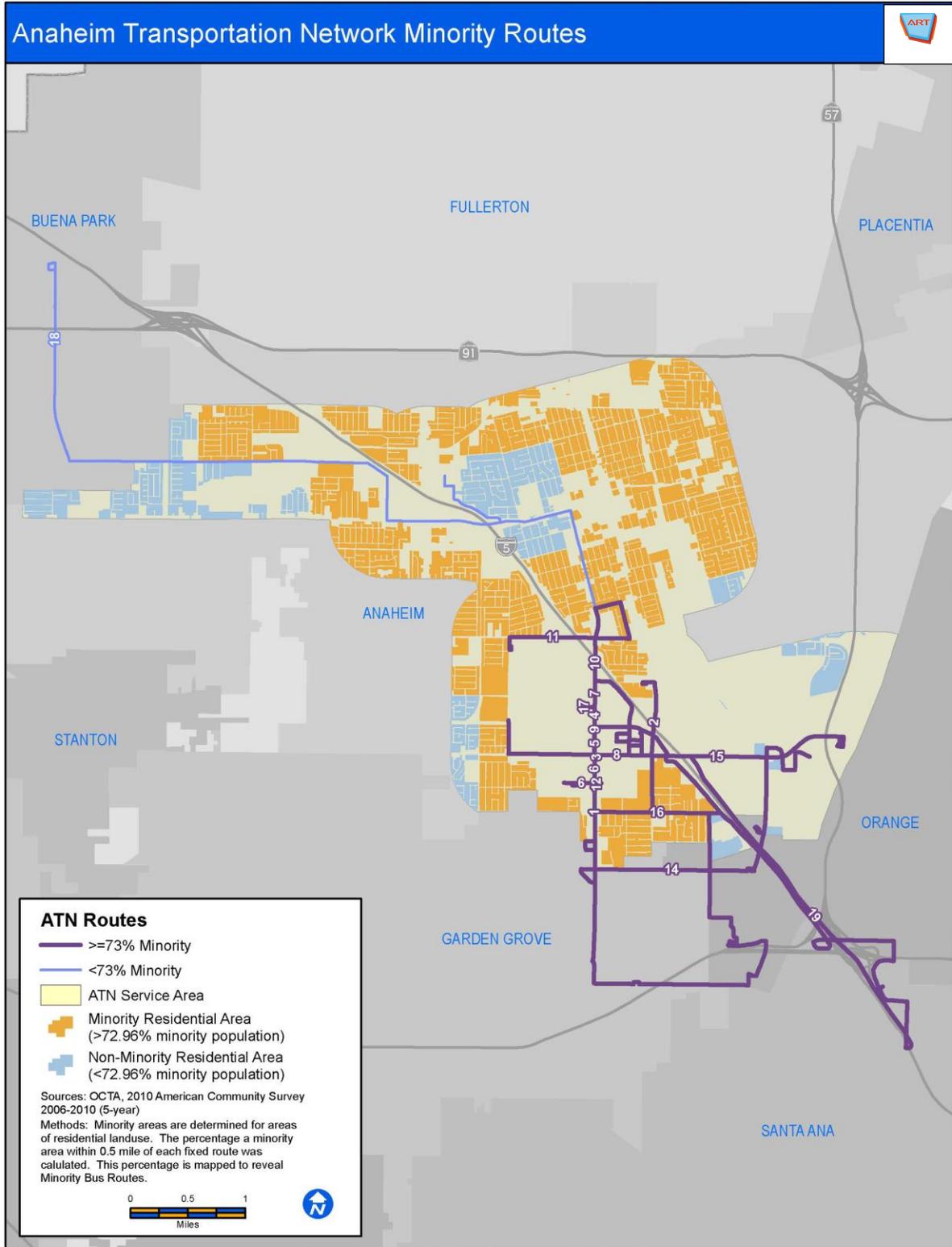
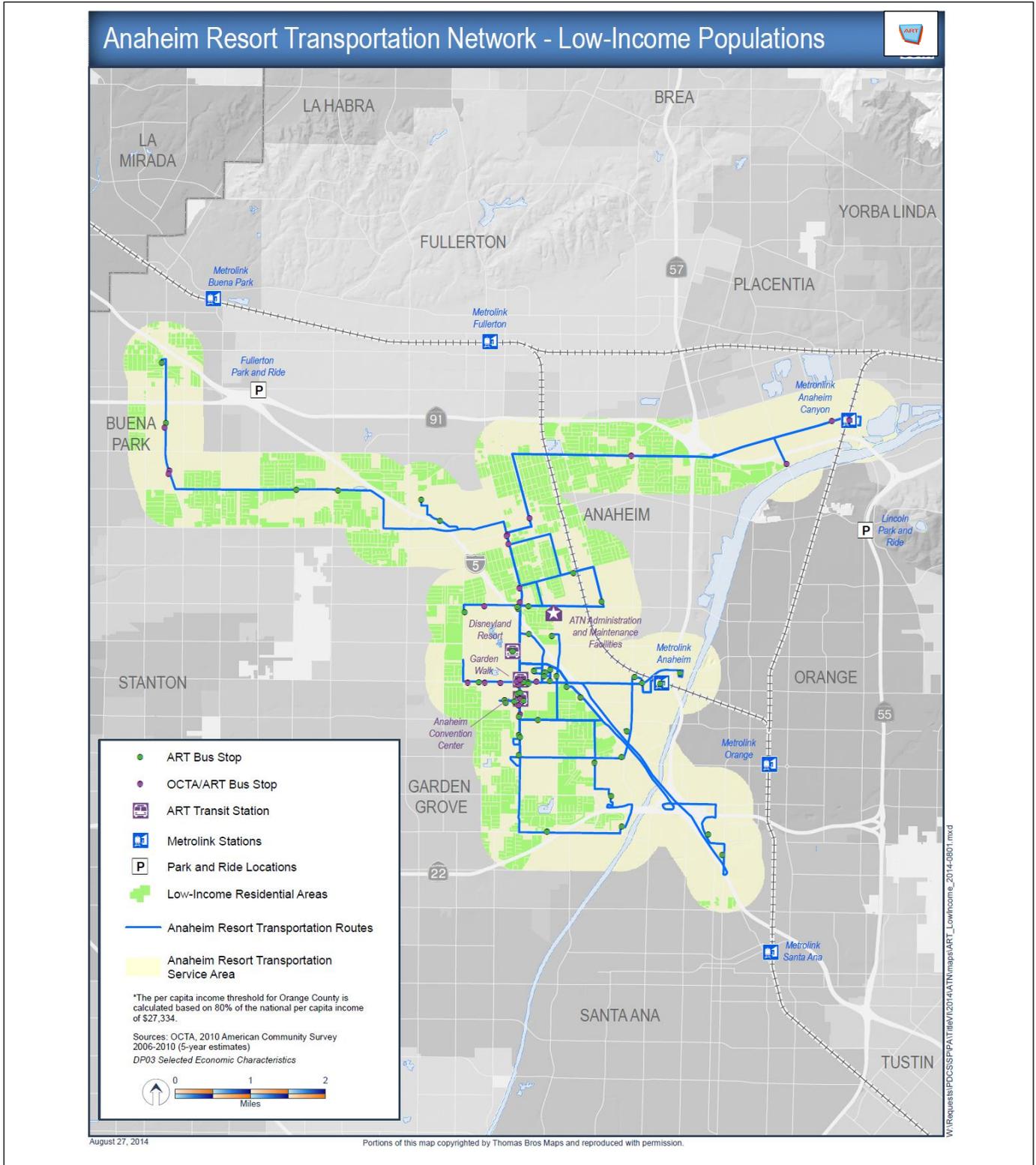




Figure 2.3





**2.3 Ridership Demographics Survey**

In July 2015, ATN conducted a Ridership Demographic Survey (see Figure 2.5) that included questions about ridership composition, trip origins, mode of transportation to the area, reason for the visit, length of stay and ART usage. A survey of 2,836 ART passengers was conducted to determine ridership demographic of ART users. The survey indicates that typical ART users are families (adults with either teenagers or children). Only 34% indicated that they were adults with no children. The survey also indicated that most of the ART users come from outside of California (86%) for the purposes of traveling on an overnight vacation or holiday (93%). Only 1% indicated that they used ART for a day-trip, and 3% indicated using ART for business. The results of the survey indicate that minority and/or low-income riders are not disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare changes.

**2.4 Customer Comment Cards:**

ATN provides riders an opportunity to comment on service in a variety of ways including on-board customer comment cards, online surveys or by the calling customer service line. The on-board survey asks riders to comment on the value/cost of the ART pass in order to provide feedback on the current fare structure. As can be seen in Figure 2.4, the survey data indicates that the majority of respondents do not feel that the existing fares are too expensive.

**Figure 2.4 – Customer Service Response**

<b>Response: How would you rate the value of an ART pass?</b>				
	<b>Good Value</b>	<b>Poor Value</b>	<b>No Response</b>	<b>Total</b>
# respondents	95	6	14	115
	82.6%	5.2%	12.2%	100.0%

**2.5 Fare Media Distribution**

The majority of ART passes sold in fiscal year 2015/16 were 1-day adult passes (59%); 3-day adult passes (9.9%); 5-day adult passes (5.2%); for the total adult sales of 74.1% of all ART passes sold, followed by 1-day child passes of 12% of total sales. All other pass types, including reduced fare passes, make up 13.9% or less of total sales.

**Figure 2.5 – ART Pass Sales by Denomination/Pass Time & Location**

<b>ART Pass Sales (FY 15/16)</b>				
<b>Denomination</b>	<b>Adult</b>	<b>Child</b>	<b>Reduced</b>	<b>Total</b>
1-day	513,787	97,854	2,544	614,185
3-day	86,907	48,768	9,607	145,282
5-day	45,461	28,948	5,029	79,438
15-day	25,433	2,078	4,936	32,447
30-day	2,038	3,542	1,134	6,714
<b>Total</b>	<b>673,626</b>	<b>181,190</b>	<b>23,250</b>	<b>878,066</b>
% Sold	77%	21%	3%	100%



Figure 2.5 Ridership Demographic Survey

2,836 Transit Riders Represented in The Study		Conducted 2015	
<b>Ridership Composition</b>		<b>Length of Stay</b>	
Adults	65%	Visitors from California	4 days
Teens	7%	Other US Visitors	4.2 days
Children (3-12 yrs)	28%	International Visitors	6.4 days
<b>Composition of Individual party</b>		<b>Use of ART Service</b>	
Adults with children	48%	<i>35% of ridership used ART service on prior visit 6.9 times</i>	
Adults with teens	7%	<b>Type of ART Pass Used</b>	
Adults with teens and children	11%	1-day	39.0%
Adults with not teens or children	34%	3-day	32.0%
<b>36% of total Ridership from California</b>		5-day	23.5%
Northern California	15%	15-day	2.0%
Central California	12%	30-day	0.5%
Southern California	9%	One-way cash fare	3.0%
<b>50% of total Ridership originated outside of California</b>		<b>Ethnicity (of those responded)</b>	
Arizona	25%	African American	4%
Nevada	13%	American Indian	1%
Pacific North West	12%	Asian	4%
<b>22% of total Ridership is International</b>		Caucasian	78%
Canada	16%	Hispanic	7%
Australia	3%	Other	6%
Mexico	2%	<b>Estimated Annual Household Income (of those responded)</b>	
New Zealand	1%	Under \$24,999	3%
<b>Transportation From/To The Anaheim Resort</b>		\$25,000 - \$34,000	9%
<b>Primary Mode of Transportation</b>		\$35,000 - \$49,999	3%
Auto	52%	\$50,000 - \$74,999	13%
Plane	44%	\$75,000 - \$99,999	16%
Bus	4%	\$100,000 - \$124,000	22%
<b>Primary Reason for Visit to The Anaheim Resort</b>		\$125,000 - \$149,999	13%
Overnight Vacation/Holiday	93%	Over \$150,000	21%
Convention/Meeting	3%	Anaheim Resort Transportation Ridership Demographic Profile	
Day Trip	2%		
Other	2%		

**3.0 Alternatives Available for People Affected by the February 2017 Fare Increase**

Although ATN has determined that minority and/or low-income riders will not be disproportionately impacted by the fare changes, this section analyzes alternative fare payment media and transportation options available for individuals who could be affected by the fare increase following the procedures in FTA Circular 4702.1B, Chapter IV, Section 7(b).

**3.1 Alternative Fare Media**

The fare increase will be applied to 1-day, 3-day and 5-day adult passes. ART provides other fare media that will not be affected by the fare increase including the one-way cash fares, children fares, reduced fares, and children under three years of age will continue to ride for free.

Figure 3.1 One-way Cash Fares

One-way Cash Fare		
Adult	Child (Under 3 free)	Reduced
\$3.00	\$1.00	\$1.00





Figure 3.3 Comparison of ART and OCTA Fares

<b>Comparison of ART and OCTA Fares ART Fares effective February 1, 2017</b>		
<b>Adult Local Fare</b>	<b>ART</b>	<b>OCTA</b>
Adult minimum fare	\$3.00	\$2.00
Child minimum fare (under 2 free)	\$1.00	N/A
Adult reduced minimum fare	\$1.00	\$0.75
<b>Adult Passes</b>	<b>ART</b>	<b>OCTA</b>
1-day adult unlimited use fare	\$5.50	\$4.50
3-day adult unlimited use fare	\$14.00	N/A
5-day adult unlimited use fare	\$23.00	N/A
7-day unlimited use fare	N/A	\$25.00
15-day adult unlimited use fare	\$27.00	N/A
30-day adult unlimited use fare	\$55.00	\$55.00
<b>Reduced Passes</b>	<b>ART</b>	<b>OCTA</b>
1-day reduced unlimited use fare	\$2.00	\$1.50
3-day reduced unlimited use fare	\$5.00	N/A
5-day reduced unlimited use fare	\$8.00	N/A
7-day reduced unlimited use fare	N/A	\$8.25
15-day reduced unlimited use fare	\$22.00	
30-day reduced unlimited use fare	\$27.00	\$18.00
<b>Child Passes</b>	<b>ART</b>	<b>OCTA</b>
1-day child unlimited use fare	\$2.00	\$2.00
3-day child unlimited use fare	\$3.00	N/A
5-day child unlimited use fare	\$5.00	N/A
15-day child unlimited use fare	\$10.00	N/A
30-day child unlimited use fare	\$20.00	\$40.00



**4. MITIGATION**

Although ATN has determined that minority and/or low-income riders will not be disproportionality impacted by the fare changes, in accordance within FTA Circular 4702.1B Chapter IV, Section 7(b), this section analyzes actions that mitigate any potential adverse effects of the fare increase on minority and low-income populations.

**4.1 Introduction of Additional Fare Media**

There is no indication that low-income and minority populations are disproportionately impacted by the fare increase, as compared to non-minority and non low-income populations. ART ridership demographic is comprised mostly of passengers who travel to The Anaheim Resort®, and surrounding areas, for the purposed of vacation and/or holiday (93%). Followed by trips to conventions and/or business meetings (3%). A total of 3% of ART ridership represent commuter-based trips.

In addition, over 87 percent of ART ridership fall into income categories of over \$50,000 in annual household income. To ensure that low-income populations are not adversely affected by the ART fare increase, no fare changes are recommended for 15- and 30-day passes, reduced passes, children passes and one-way cash fares.

The 15-day and 30-day passes offer significant savings when compared to the 1-day, 3-day or 5-day passes. Figure 3.2 shows a comparison of the cost of adult passes based on a five-day workweek per month. As can be seen, the 15-day and 30-day passes cost significantly less per month than the other types of fare media and offer an alternative to the fare media affected by the fare change.

**Figure 3.2 Monthly Cost for Adult Passes**

Monthly Cost for Adult Passes		
Fare Media	Before Fare Increase	After Fare Increase
1-day adult	\$90.00	\$99.00
3-day adult	\$78.00	\$92.00
5-day adult	\$80.00	\$99.00
15-day adult	\$54.00	\$54.00
30-day adult	\$55.00	\$55.00

**4.2 Fare Transfer Agreements**

ATN has two fare transfer agreements with OCTA:

1. For local bus service – free transfer between OCTA and ART along Harbor Boulevard and Katella Avenue at share bus stops; and
2. Amtrak intercity rail service – free transfer, with a valid rail pass, between Amtrak and ART.

ATN also has an interagency transfer agreement with the Southern California Regional Rail Authority, (SCRRA/Metrolink) for free transfers between Metrolink’s commuter rail trains and ART services. These transfer agreements help provide a more cohesive and seamless transit system for users.



## 5. CONCLUSION

ATN is proposing to increase fares for adult 1-day, 3-day and 5-day passes. Fares have not increased for adult passes since 2012 and assessment rates were held at the initial level as established in 2002. Although the ATN service area is predominately minority and all ATN routes are within low-income residential areas. ATN ridership data indicates that that minority and/or low-income riders are not disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare changes, and the majority of riders surveyed do not feel that the existing fare price is too expensive. Additionally, when compared to parking at the area's major attractions, ATN's transit service is a better value.

Although there is no indication that Title VI populations are disproportionately impacted by the fare increase, ATN has taken several measures as part of the overall 2017 fare increase, to mitigate impacts on low-income and minority populations by keeping fares at the same rate for:

- 15-day and 30-day adult passes
- All child passes
- All reduced fare passes

ATN also took steps to improving access to regional transit and rail services through fare-transfer agreements with OCTA and Metrolink.

To ensure that the ART fare increase has a minimal impact on the traveling public, ATN will be increasing assessment rates on the local business community.

Because no disparate impacts were found, mitigation measures are included as part of the fare increase, and alternatives are available, no other action is necessary to implement the proposed fare increase.



ATTACHMENT J – TITLE VI ASSESSMENT FOR THE ATN SYSTEM  
EXPANSION ROUTE 23



**Title VI Assessment for the  
ATN System Expansion**

**ROUTE 23 – CtrCity/ARTIC LINE**

**Anaheim Resort Transportation – ART**

*service of*

*Anaheim Transportation Network*





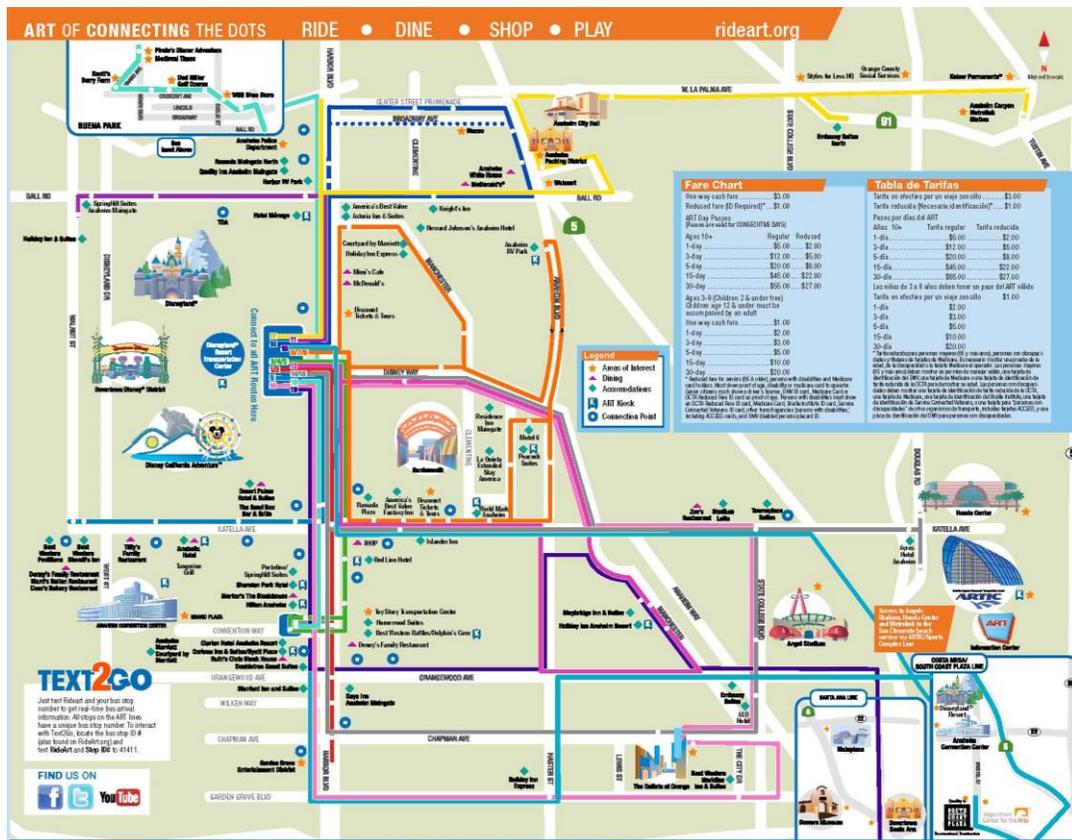
### INTRODUCTION

This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1A which requires under Title VI of the Civil Rights Acts of 1964. The Anaheim Transportation Network (ATN) is required to evaluate proposed service expansion at the planning and programming stages to determine whether proposed changes have a discriminatory impact on the minority and low income populations.

### BACKGROUND AND REASON FOR ADJUSTMENTS

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, Santa Ana, Costa Mesa and Orange. ART’s frequent service and twenty-two (22) interchangeable routes allow for easy access and convenient connections. ART system offers passengers convenient transportation service between 72 employment establishments, lodging and resort areas, local destinations and attractions, convention facilities, sporting venues, and multi-modal transportation facilities. (Exhibit 1 – ART System Map).

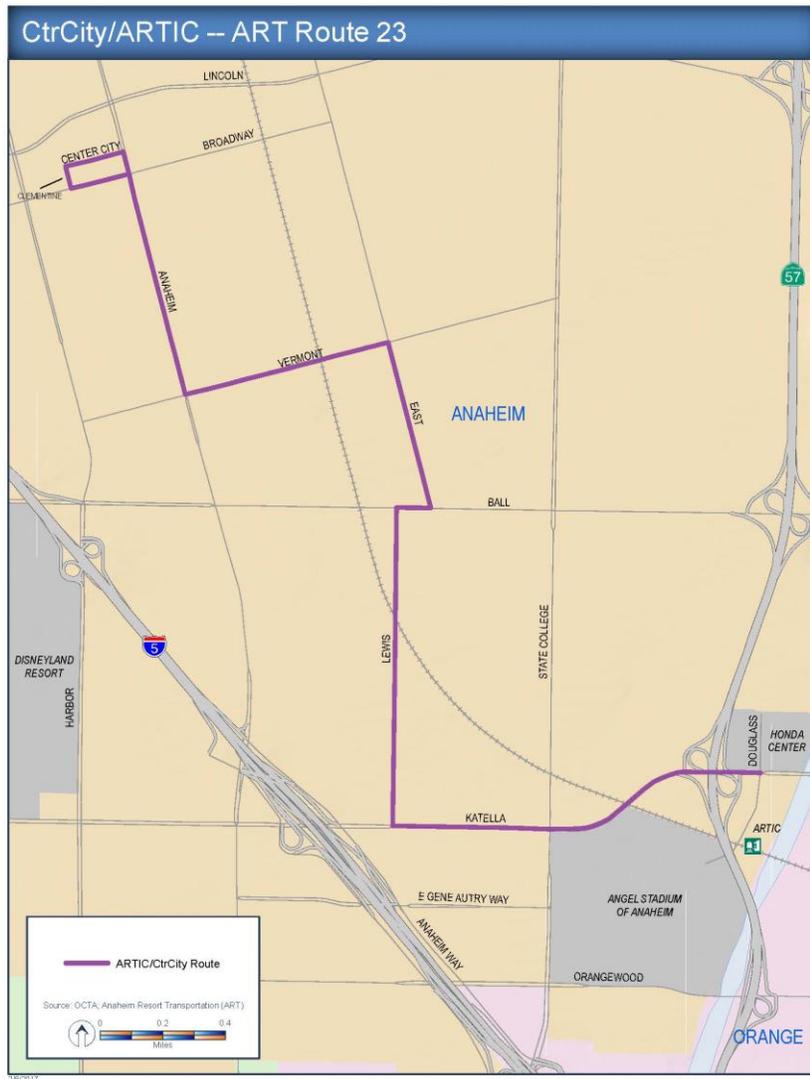
Exhibit 1 – ART System Map





The ATN is evaluating expansion of its current services. New Route 23 – CtrCity/ARTIC Line – will provide connecting service between downtown Anaheim’s civic and residential land uses and Platinum Triangle’s residential, sporting/event venues and transportation facilities, including Anaheim Regional Transportation Intermodal Center (ARTIC). The proposed Route 23 – CtrCity/ARTIC Line – will operate on a fixed route, as depicted in Exhibit 2, connecting these distinct areas of the City of Anaheim.

**Exhibit 2 – Proposed Route 23 –  
Ctr City/ARTIC LINE**





The purpose of the expansion is to provide connectivity between these distinct areas of the city, implement new rail feeder linkages, as well as facilitate transportation options between employment and residential destinations of The Platinum Triangle™ and CtrCity Anaheim. The proposed Route 23 – CtrCity/ARTIC Line – alignment is designed to serve commuters, visitors, employees, rail patrons and local residents and will provide new transportation options to connect two diverse areas of the City of Anaheim.

New ART service will operate on a fixed schedules coordinated with the train arrivals and departures at ARTIC. In addition, CtrCity/ARTIC Line service will accommodate connectivity with Amtrak rail schedules and events at the Honda Center and Angel Stadium of Anaheim.

### **EXISTING DEMOGRAPHIC PROFILE**

ATN service area consists of areas within the City of Anaheim, specifically The Anaheim Resort®, Platinum Triangle™ and downtown Anaheim. Within ART service area (Exhibits 3.1 – 3.3), 72.9 percent of the residents represent low income and/or minority population. Exhibits 4 through 6 provide information about low income and minority populations in ART service area along the proposed new route.

Exhibit 4 consists of a map of Orange County with an inset of the general area where the new routes will operate. Exhibits 5 and 6 show a close up of the alignment of the new Route 23 and highlights the census tracts considered minority and low income census tracts.

Route 23 – CtrCity/ARTIC Line will operation through eight (8) census tracts. The Route will operate through three (3) minority and low-income tracts. Over 37 percent of served population is considered minority and low-income.

### **SERVICE EXPANSION DEMOGRAPHICS**

Demographic data within ¼ miles of the new alignments was analyzed to determine minority and low-income population in affected census tracts. A census tract is defined as a minority census tract if the minority population of a census tract is greater than the county's percentage of minority population. In this case, if more than 54.4% of the population of a given census tract is minority; the census tract is considered a minority census tract. Additionally, a route is considered a minority route if 1/3 or more of the route length operates in census tracts classified as minority census tracts. Likewise, a census tract is defined as a low-income census tract if more than 7.1% of the housed living in that census tract have a median income at or below the Department of Health and Human Services' poverty guidelines. The data set used in this analysis was derived from the American Community Survey (ACS) 5-Year Estimate.



**Exhibits 3.1 -3.3**  
**Minority and Low Income Areas**  
**Service by Route 23 – CtrCity/ARTIC Line**

Exhibit 3.1 ART Minority Routes

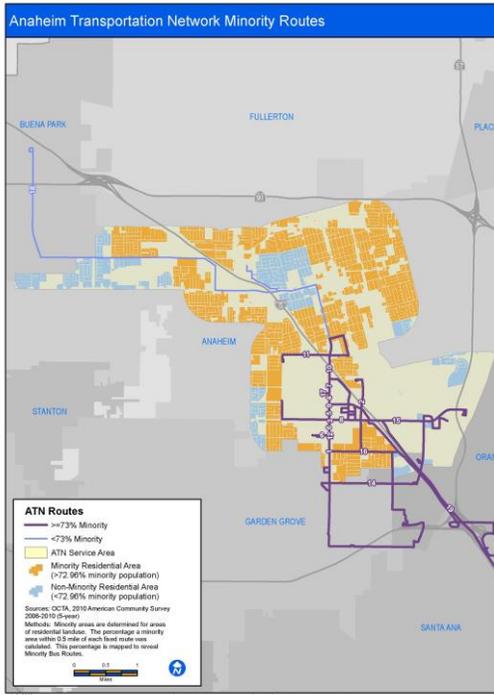


Exhibit 3.2 ART Minority Stops

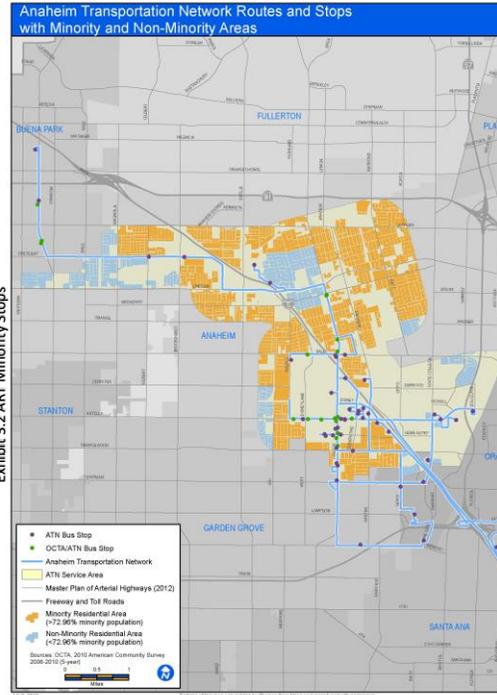


Exhibit 3.3 Low Income Populations

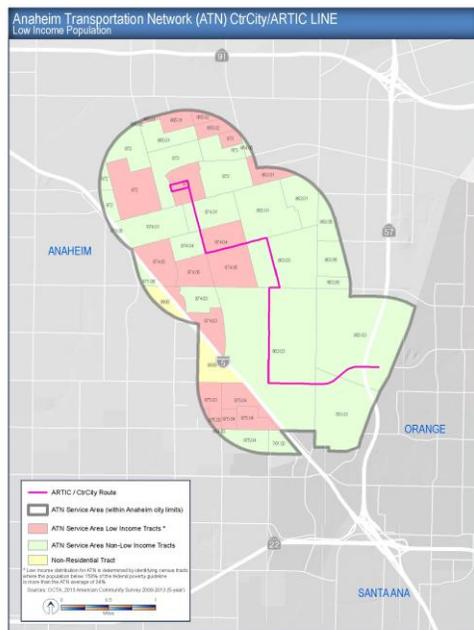




Exhibit 4 – Orange County Census Tracts

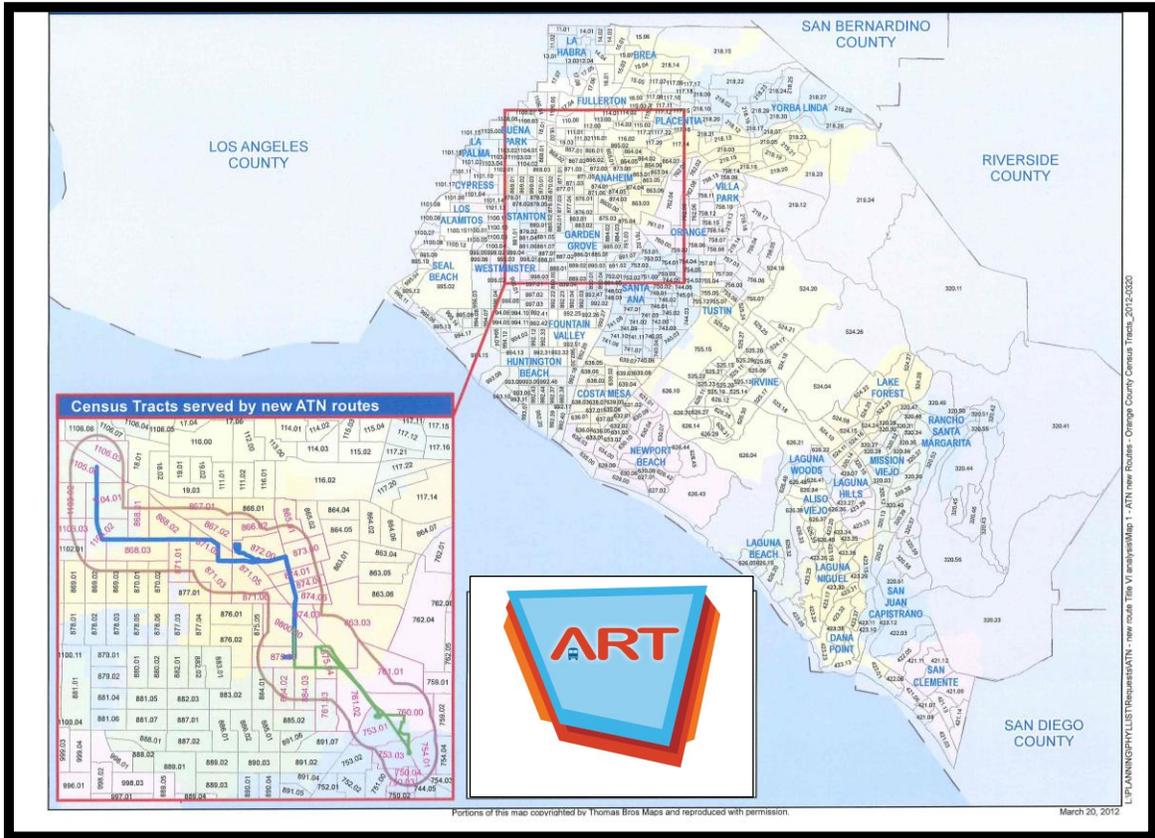




Exhibit 5– Low-Income Census Tracts Served by Route 23

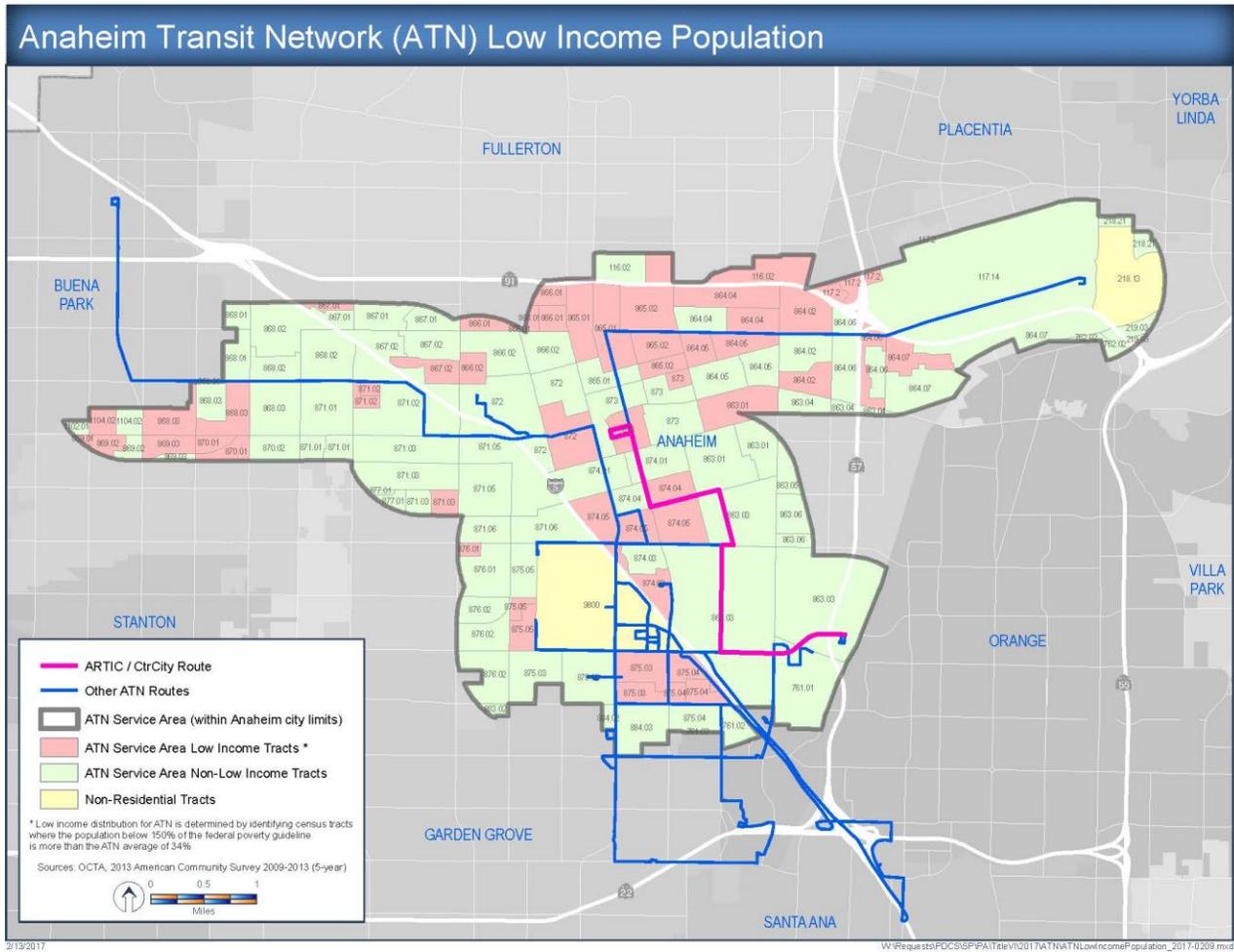
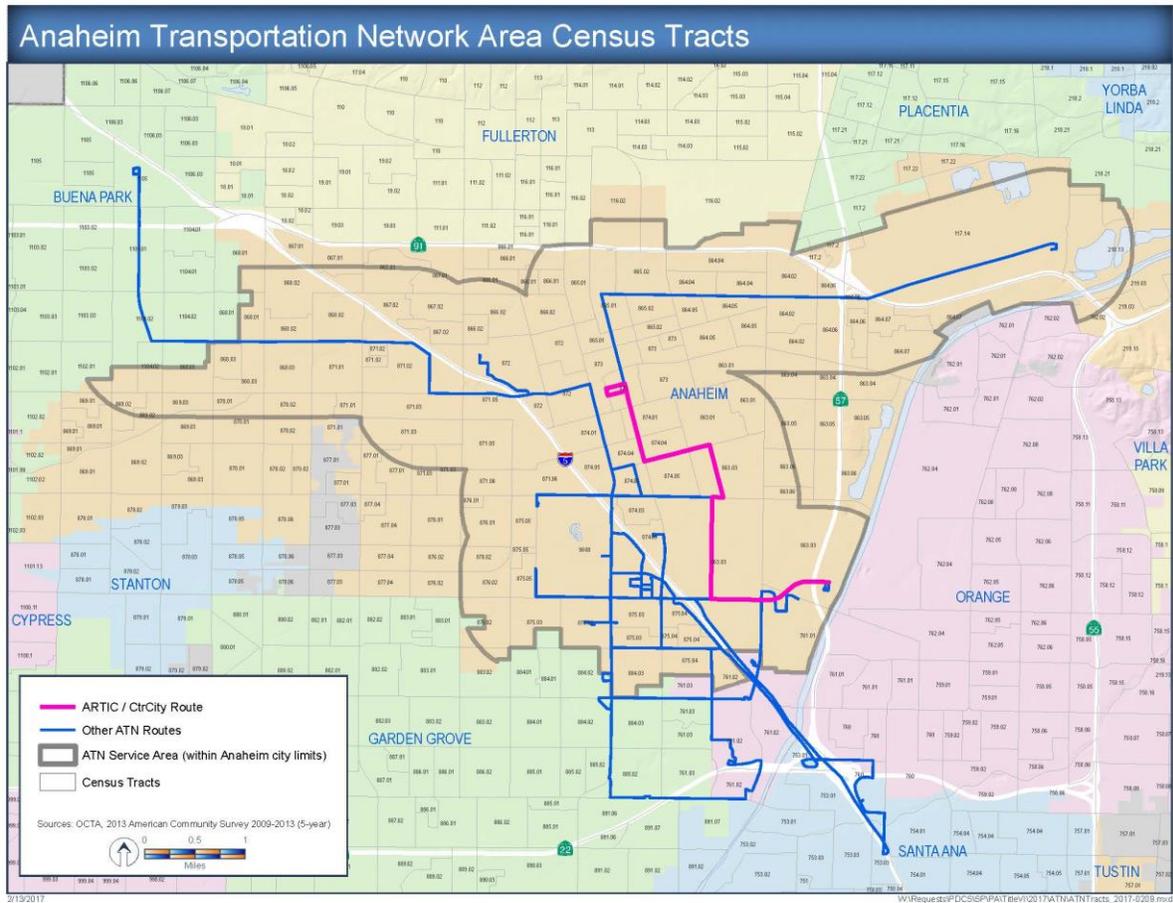




Exhibit 6– Minority Census Tracts Served by Route 23



**DETERMINATION AND ADDITIONAL AVAILABLE TRANSPORTATION ALTERNATIVES**

Based on the information presented in this Title VI analysis, ATN new Route 23 – CtrCity/ARTIC Line – will have no disproportionate and/or desperate impact on low income or minority populations.

Although ATN has determined that minority and/or low-income riders will not be disproportionality impacted, following the procedures in FTA Circular 4702.1B, Chapter IV, Section 7(b), this section analyzes alternative transportation options available to individuals who could be affected by the service expansion:

**1. Other Transportation Providers**

ATN service operates within the service area of and Orange County Transportation Authority (OCTA). Both agencies share information in collateral and web-based materials to inform the traveling public about availability of transportation alternatives.



## 2. Fare Transfer Agreements

ATN has several fare transfer agreements with OCTA and rail operators to extend the reach and availability of public transportation options:

- ATN/OCTA inter-agency fare agreement -- allows OCTA pass holders to ride on ART buses, and vice versa with payment of additional fare and/or transfer. This agreement is valid on all Core ART service routes throughout The Anaheim Resort® and Platinum Triangle™. New ART route will be included to the interagency agreement between ATN and OCTA.
- Amtrak intercity rail service – free transfer, with a valid rail pass, between Amtrak and ART.
- Southern California Regional Rail Authority, (SCRRA/Metrolink) interagency transfer agreement -- free transfers between Metrolink’s commuter rail trains and ART services.

These fare transfer agreements help provide a more cohesive and seamless transit system for all Orange County’s public transit users.

## CONCLUSION

ATN is expanding service to increase availability of public transit options and access by the minority and low-income populations within ART service area. Based on census data, ATN’s service area has an average minority population of 72.96 percent, and over 73 percent of ATN routes are considered minority routes.

Since the proposed new route Route 23 – CtrCity/ARTIC Line – will provide additional transit service within low-income and minority areas, the service expansion would not negatively affect minority and low-income populations, suggesting there is no disproportionate impact system-wide from the service change and, therefore, no need for mitigation or alternatives.



ATTACHMENT K – TITLE VI ASSESSMENT FOR THE ATN SYSTEM  
EXPANSION – MICRO TRANSIT



**Title VI Assessment for the  
ATN System Expansion**

**MicroTransit Service  
CTRCity Anaheim**

**Anaheim Resort Transportation – ART**

*service of*

***Anaheim Transportation Network***





## INTRODUCTION

This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1A which requires under Title VI of the Civil Rights Acts of 1964. The Anaheim Transportation Network (ATN) is required to evaluate proposed service expansion at the planning and programming stages to determine whether proposed changes have a discriminatory impact on the minority and low income populations.

## BACKGROUND AND REASON FOR ADJUSTMENTS

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, Santa Ana, Costa Mesa and Orange. ART's frequent service and twenty-two (22) interchangeable routes allow for easy access and convenient connections. ART system offers passengers convenient transportation service between 72 employment establishments, lodging and resort areas, local destinations and attractions, convention facilities, sporting venues, and multi-modal transportation facilities. (Exhibit 1 – ART System Map).

Exhibit 1 – ART System Map

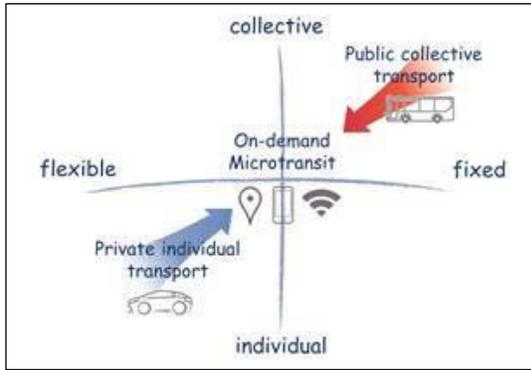


The ATN is evaluating expansion of its current services. New service CtrCity MicroTransit – will provide connecting service between downtown Anaheim’s civic and residential land uses, employment destinations, retail/entertainment venues and transportation/parking facilities. The proposed CtrCity MicroTransit Services will operate as a deviated route, as depicted in Exhibit 2, with real-time reservation and arrival system powered by a mobile application.

**Exhibit 2 – MicroTransit Service  
 FRAN (Free Ride Around Neighborhood)**



The purpose of the expansion is to test a service model where traditional fixed route may not provide the type of services needed to accommodate parking needs and connectivity within a defined area of the locality, where traditional fixed transit does not meet the needs of the demographic and/or character of the particular neighborhood.



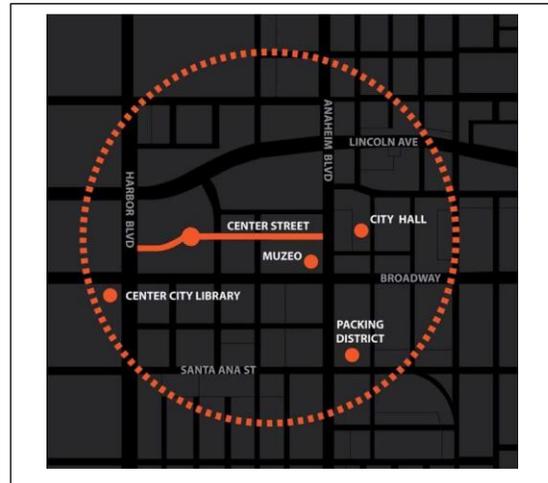
The proposed service will be tested in a high activity area which encompasses an urban downtown area, regional shopping/retail centers and civic uses by combining Transportation Network Company’s (TNC) operating models, alternate vehicle types; and use of advanced technologies including real-time customer information, mobile applications, trip planning, and fare payment. Applied to CtrCity Anaheim, MicroTransit service will operate as a sub-system of ART and provide the connectivity to the entire ART network, including

The Anaheim Resort, Platinum Triangle and ARTIC.

**EXISTING DEMOGRAPHIC PROFILE**

CtrCity is roughly delineated by a 0.5-mile diameter circle centering on the intersection of S Clementine Street and Center Street Promenade. The area is walkable with sidewalks, intersection crosswalks and traffic controls, and pedestrian amenities. Current trip generators in CtrCity include:

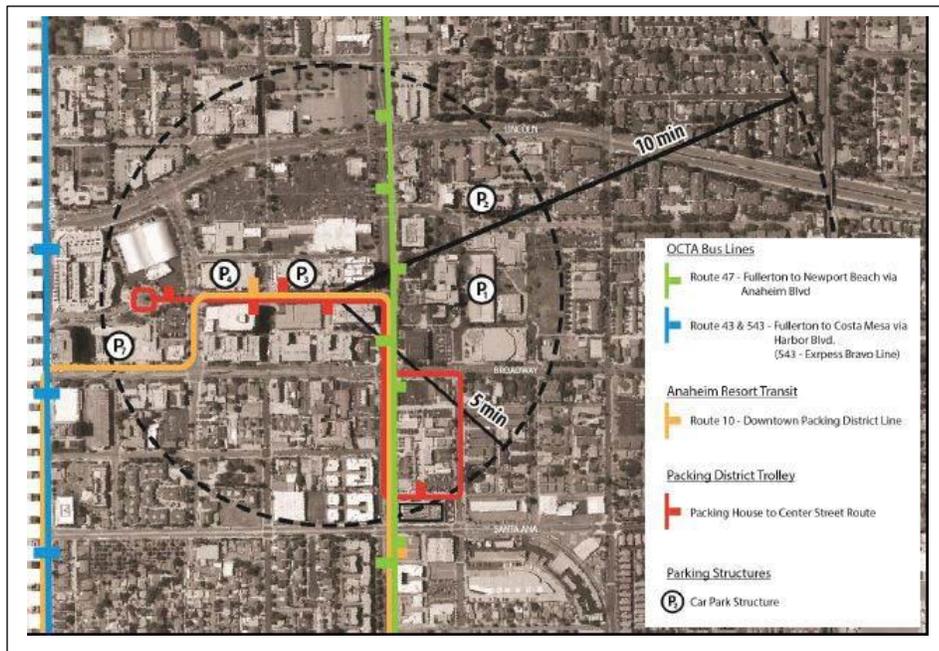
- Central Library
- City Hall complex
- Downtown Community Center
- Farmers Park
- Muzeo Museum and Cultural
- Center
- Packing District
- Rinks Anaheim Ice Arena
- Senior Center
- Town Square Shopping Center
- Brewery District / Leisuretown



The area is served by three OCTA fixed routes running through the service area: Route 47 on Anaheim Boulevard; Routes 43 and 543 Bravo on Harbor Boulevard; and Route 42 on Lincoln Avenue. Additionally, ART Line 10 Downtown Packing District connects the Resort Area to Center City via Harbor Boulevard and circulates in CtrCity via one-way service running north on Anaheim Boulevard, west on E Broadway, and south on Harbor Boulevard. Buses run every 30 minutes daily from 6:15 am until 11:30 pm.



An OCTA Project V funded Proposed ART Route 23 – CtrCity/ARTIC Line. The ATN, in partnership with the City of Anaheim, will create a new public transit service to provide a one-seat service option between ARTIC and CtrCity Anaheim. Other service providers include *Polly the Trolley*. Introduced in 2015 and operated by the Packing House, a free trolley service linking the Anaheim Packing District and Downtown Center Street Anaheim – linking the two key retail and food service areas as well as remote parking sites for the Packing District. Service was provided Friday to Sunday, 12pm-9pm. Trolley service has since been terminated.





**SERVICE EXPANSION DEMOGRAPHICS**

This section presents a commentary on high-level demand/ridership estimates based on a threefold approach:

1. Review of trip generation rates from various development types in the CtrCity service area;
2. A profile of parking lot utilization; and
3. Empirical research from case studies including demonstrable experience of downtown/area-specific community shuttle operations.

**Trip Generation Model:** The review of trip generation rates provided for cursory research into the range of development types and subsequently an indication of the total number of daily trips generated in the study area.

Exhibit 1 presents the assumptions and calculations incorporated in the trip generation model. As illustrated, approximately 22,000 total trips may be anticipated by the respective developments (including those proposed). Transit mode split ranges dramatically throughout urbanized areas from 37 percent in Washington, DC and 35 percent in Boston to 2 percent in Indianapolis and 3 percent in Dallas. That said, ancillary services such as MicroTransit in the CtrCity area may target in the .5 to 1 percentage range or 110 to 220 trips per day.

**Exhibit 1: Anaheim CtrCity Trip Generation Model**

Property / Development Type	# of Rooms	Retail/Restaurant Square Footage	Health / Institutional / Office	Residential - Multiple Dwelling Unit (>20 units/acre)	Total
CtrCity Retail, Restaurants/Beverage (+BARN)		70,000			
Packing House		42,000			
Health/Office/Institutional (i.e., MUZEO, City Hall, St.Joseph Healthcare, Senior Community Center, etc.)			500,000		
Leisuretown		32,000			
Brewery District	120	59,500			
Hotels	420				
Residential				1,500	
<b>Total Development Units</b>	<b>540</b>	<b>203,500</b>	<b>500,000</b>	<b>1,500</b>	
Development unit of measurement	Room	1,000 sq. ft.	1,000 sq. ft.	Dwelling Unit	
Trip generation rate	0.6	5	0.04	0.58	
<b>Average Daily Trips Generated</b>	<b>324</b>	<b>1,018</b>	<b>20,000</b>	<b>870</b>	<b>22,213</b>
<b>Percent of Total Trips</b>	<b>1.5%</b>	<b>4.6%</b>	<b>90.0%</b>	<b>3.9%</b>	<b>100%</b>
<b><u>Distribution of Daily Trips Generated</u></b>					
CtrCity Retail, Restaurants/Beverage (+BARN)	0	350	0	0	
Packing House	0	210	0	0	
Health/Office/Institutional (i.e., MUZEO, City Hall, St.Joseph Healthcare, Senior Community Center, etc.)	0	0	20,000	0	
Leisuretown	0	160	0	0	
Brewery District	72	298	0	0	
Hotels	252	0	0	0	
Residential	0	0	0	870	

Based on the aforementioned (outcomes from trip generation model, a review of current parking utilization and industry experience) a scalable service delivery model will yield initial ridership of 8 to 10 riders per hour within the first twelve months of operation and 12 to 15 riders per hour within twenty-four months of operation. Based on the level of service presented in Section 6 (Conceptual Plan), an average of approximately 4,800 trips per month will be provided within the first twelve months of operation and an average of 7,200 trips per month by the second year of operation. The first year of operation will result in approximately 57,600 trips.

The following alternate delivery concepts were considered for application in the CtrCity service area:

**Direct Hailing –Demand Responsive Route Deviation:**

Demand-response transit are transportation services in which individual passengers can request a ride from one specific location to another specific location at a certain time. Vehicles providing demand-response service do not follow a fixed route, but rather travel throughout the community transporting passengers according to their specific requests. Direct hailing (e-hailing) would take the form of real-time ridesharing (also known as instant ridesharing, dynamic ridesharing, ad-hoc ridesharing, dynamic carpooling is a service that arranges one-time shared rides on very short notice. This type of carpooling generally makes use of three technological advances:

- GPS navigation devices to determine a driver's route and arrange the shared ride
- Smartphones for a traveler to request a ride from wherever they happen to be
- Social networks to establish trust and accountability between drivers and passengers



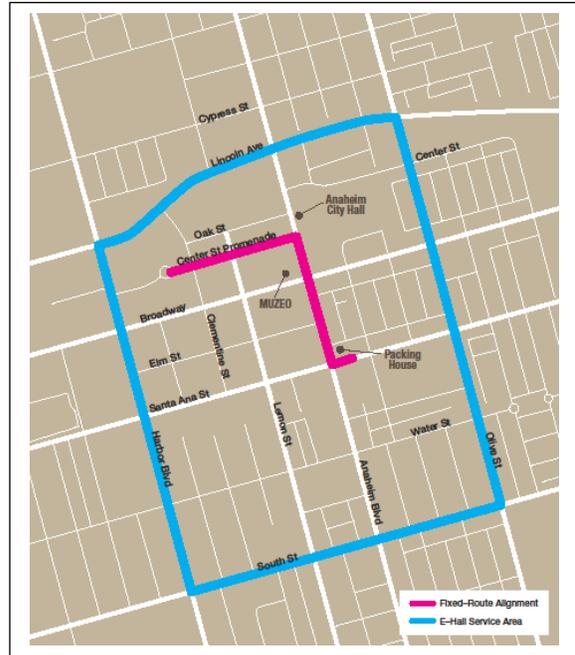
These elements are coordinated through a network service, which can instantaneously match rides using an optimization algorithm. Anaheim residents and visitors would be able to sign up for a ride via an app on their smartphone and within the CtrCity service area. The driver will respond within 1 to 2 minutes. If they don't have a phone, riders would be able to hail one of the vehicles from an approved stop location or by calling a toll-free Customer Service number. For

demonstration purposes, the boundaries for an initial area of service may be Harbor Blvd., to the west, Lincoln Ave. to the north, Olive St. to the east and South St. to the south.



Direct hailing (e-hailing) service could be operated directly by ART or through a third-party contract administered by ART/ATN.

**Deviated - Flex Route Service:** Incorporating elements of, but are not exclusively fixed-route or demand responsive models. High-frequency flex route service within a defined zone (immediate CtrCity area covering the .6-mile distance from the loop on Center Street Promenade to Anaheim Blvd. and south to the Packing House/Santa Ana Street) with a set of specific stops. A “point deviation” component enables to accommodate e-hailed trip requests within a broader service area (i.e., Harbor Blvd., to the west, Lincoln Ave. to the north, Olive St. to the east and South St. to the south).



The proposed approach – flex route deviated route with demand-responsive e-hailing model will operate within a defined zone (immediate CtrCity area covering the .6-mile one-way distance from the loop on Center Street Promenade (west of Clementine St. /at the BARN/ICE) to Anaheim Blvd., and south to the Packing House/Santa Ana Street) with a set of specific stops. A “point deviation” component would enable accommodating e-hailed trip requests within a broader service area (i.e., Harbor Blvd., to the west, Lincoln Ave. to the north, Olive St. to the east and South St. to the south), as illustrated below.

**FRAN**  
Free Ride Around the Neighborhood

**Core Stops/Generators**

- 1 - The Round-a-bout Stop (BARN/CP1/Anaheim ICE/Harbor Lofta/BARN/Wells Fargo)
- 2 - GOOD FOOD Stop (CP4/GOOD FOOD/ST. Joseph's/Disney Travel/MXI)
- 3 - Carnegie Plaza Stop (CP3/Ctr St/Anaheim West Tower/MX/MUZED)
- 4 - Community Center Stop (CP2/Community Center)
- 5 - City Hall Stop (City Hall/CP1/River Arenal)
- 6 - Little People's Park Stop (Electron/Little People's Park)
- 7 - The Packing District Stop
- 8 - MAKE Stop
- 9 - Leisuretown Stop

**CtrCity**

The CtrCity service area and projected ridership demand estimates are conducive to a four to six passenger shuttle vehicle. Use of a unique vehicle provides the ATN to facilitate a cost-effective and ‘fun’ MicroTransit (demonstration project) solution that will attract a new and different customer to the public transit service space.



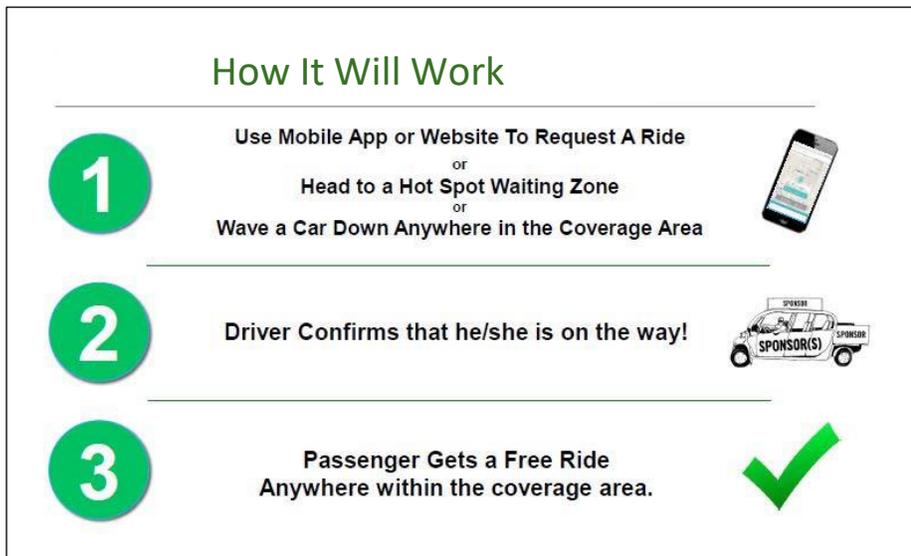
**Fares/Fare Policy:** The ATN plans to operation CtrCity shuttle services would be fare free.

The initial deployment/pilot service would be provided within the following operating parameters:

Days of Week Hours of Operation Frequency Revenue Hours.

Mon.-Thurs.	10:00am to 7:00pm	10 min.	36 rev. hrs.	(x 2 vehicles) = 72
Friday	10:00am to 11:00pm	10 min.	11 rev. hrs.	(x 2 vehicles) = 22
Saturday	10:00am to 11:00pm	10 min.	13 rev. hrs.	(x 2 vehicles) = 26
Sunday	10:00am to 7:00pm	10 min.	9 rev. hrs.	(x 2 vehicles) = 18

The above level of service translates to 138 revenue hours per week or approximately 7,200 annual revenue hours.



### ADA SERVICE EQUIVALENCY

To ensure that the system meets requirements of the Americans with Disabilities Act (ADA) requirements, MicroTransit reservation and e-hailing application will accommodate requests for special services, including requests for accommodation of mobility devices. Passengers, upon selection of a drop-off location, will be prompted for confirmation, asked how many passengers will be riding, and if they need any accommodations, such as a wheel chairs, strollers, etc. Passengers will able to schedule rides for the future within this confirmation page. Following confirmation, riders are given an estimated time of arrival for their vehicle, and are then able to see their vehicle moving in real-time on the map, as well as the license plate of their driver. As seen in the Exhibit 2 mobile applications will provide a selection screen allowing for passengers to request specific accessibilities (like strollers/wheelchair accessible). This



selection screen appears before a ride request is made and before a ride request is scheduled. Passengers can select if they need wheelchair, stroller, or other related accommodations.

An auto assignment algorithm will merge in new rides based on if the following criteria:

1. The new ride time until pickup is close to the average pickup time;
2. It is less than 1.5 times the geographical distance away from the sequential rides (the ride's drop off and/or pickup points that it will be merged in between);
3. The ride doesn't at any point exceed the maximum passenger limit;
4. The maximum uncompleted rides in the itinerary are less than the configurable variable; and
5. The merged in ride doesn't inconvenience any other rides in the itinerary by time (no rider's time from pickup to drop-off will become more than 2 times the direct time).

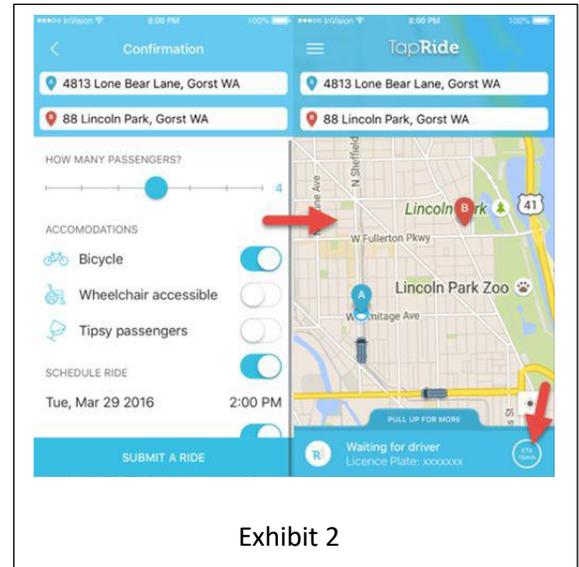


Exhibit 2

The merge algorithm will merge in a ride anywhere in the itinerary except before the next item the driver is heading to. The merging will happen every 45 seconds and the system will prioritize making new itineraries for drivers that have no itineraries prior to merging in new rides into existing itineraries.

Should the passenger not have access to a smart phone and/or mobile application, an optional Interactive Voice Response (IVR) system will be available to allow callers to request rides using an ordinary telephone. The IVR system will provide prompts for the caller to input the desired pickup and drop-off stops in several ways. Specific stops have a numeric ID that callers can dial using the number pad on their phone. After prompting the caller for pick-up and drop-off station ID numbers, the IVR system will confirm the ride details and then instantly register the request with the dispatching system. Additionally, the IVR system has the optional capability to allow callers to find a station by name. The rider simply needs to dial in a letter of the desired station, and the system will intelligently search for the station name and allow the rider to choose for the search results. For example, if there is a station named "Washington Street Station", then the caller would simply dial #9274. In addition, the reporting platform will provide reports allowing to see busiest the pick-up and drop off locations based on the date and time, accommodations of ADA requests, wait times, and other reporting as needed.

### SERVICE EXPANSION DEMOGRAPHICS

Demographic data within  $\frac{3}{4}$  miles of the new service/program was analyzed to determine minority and low-income population in affected census tracts. A census tract is defined as a minority census tract if the minority population of a census tract is greater than the county's percentage of minority population. In this case, if more than 54.4% of the population of a given census tract is minority; the census tract is considered a minority census tract. Additionally, a route is considered a minority route if 1/3 or more of

the route length operates in census tracts classified as minority census tracts. Likewise, a census tract is defined as a low-income census tract if more than 7.1% of the housed living in that census tract have a median income at or below the Department of Health and Human Services' poverty guidelines. The data set used in this analysis was derived from the American Community Survey (ACS) 5-Year Estimate.

**Exhibits 3.1 - 3.3**  
**Minority and Low Income Areas**  
**MicroTransit**

Exhibit 3.1 ART Minority Routes

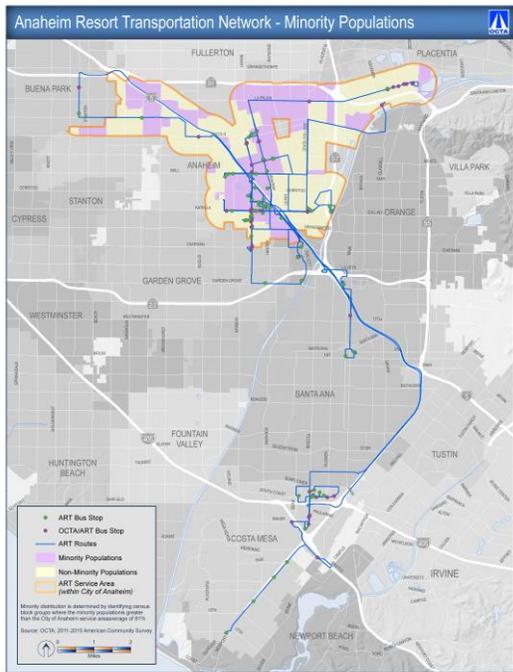


Exhibit 3.2 ART Minority Stops

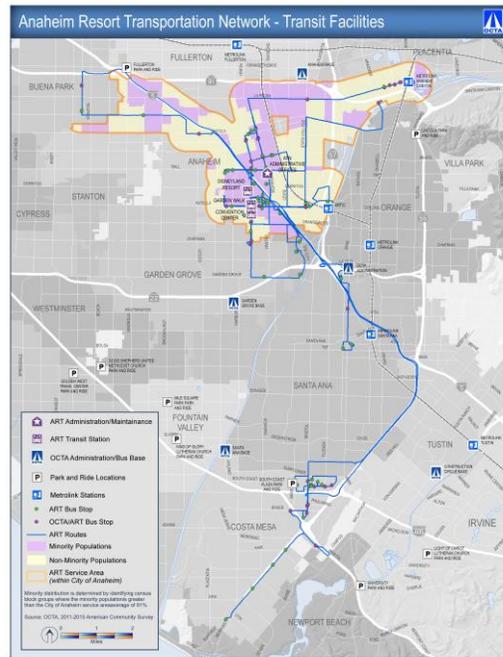
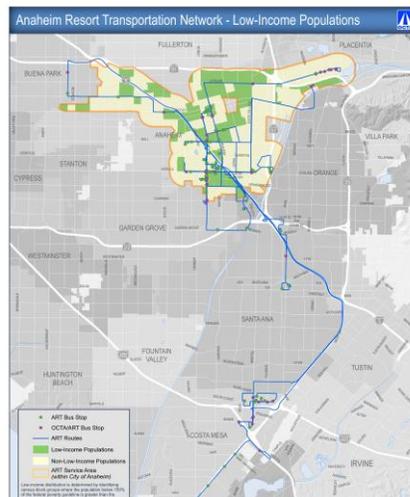


Exhibit 3.3 Low Income Populations





## **DETERMINATION AND ADDITIONAL AVAILABLE TRANSPORTATION ALTERNATIVES**

Based on the information presented in this Title VI analysis, ATN's new MicroTransit service will have no disproportionate and/or desperate impact on low income or minority populations. In fact, the service will provide access to additional mobility options in the area, greater access to the entire ART system and connect parking facilities to civic, residential, retail and recreational uses.

Although ATN has determined that minority and/or low-income riders will not be disproportionality impacted, following the procedures in FTA Circular 4702.1B, Chapter IV, Section 7(b), this section analyzes alternative transportation options available to individuals who could be affected by the service expansion:

### **1. Transportation Providers**

The MicroTransit service will link and be a part of, ATN entire ART family of services. Lessons learned from this project will help develop other deviated fixed route and/or MicroTransit application to compliment and supplement public transit services and to help deploy e-hailing options within the public transit's realm of service provision.

### **2. Fare Transfer Options**

The proposed MicroTransit services will be offered free of charge and will provide connectivity to the entire family of ART services and OCTA routes operating along Anaheim Boulevard. Connectivity will be through ATN existing fare transfer agreements with OCTA and availability of public transportation options:

- ATN/OCTA inter-agency fare agreement -- allows OCTA pass holders to ride on ART buses, and vice versa with payment of additional fare and/or transfer. This agreement is valid on all Core ART service routes throughout The Anaheim Resort® and Platinum Triangle™. New ART route will be included to the interagency agreement between ATN and OCTA.
- Provide first/last mile connectivity to the transportation services and facilities in Ctr City
- Allow for land use considerations and parking management solutions
- Incorporation of technology, such as e-hailing options and way finding system to education and enhance use of transportation services.

## **CONCLUSION**

ATN is expanding service to increase availability of public transit options and access by the minority and low-income populations within ART service area. Since the proposed new MicroTransit CtrCity service – FRAN – will provide free access additional demand responsive/deviated/real time e-hailing transit service within low-income and minority areas, the service expansion would not negatively affect minority and low-income populations, suggesting there is no disproportionate impact system-wide from the service change and, therefore, no need for mitigation or alternatives.