



ADA Complementary Paratransit Plan

ORIGINAL APPROVAL JULY 2012
UPDATED MARCH 2015
UPDATED MAY 2019





May 29, 2019

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BACKGROUND & INTRODUCTION

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

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

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

- **SERVICE AREA:** Paratransit must be available within the same area served by the fixed route, specifically; service shall be made available to all origins and destinations within $\frac{3}{4}$ of a mile on each side of each fixed route. This includes an area within $\frac{3}{4}$ mile radius at the end of each fixed route as well.
- **HOURS AND DAYS OF SERVICE:** ADA paratransit services must be available the same hours and days of service that the fixed route as well.
- **RESPONSE TIME:** Trips must be made available to any ADA paratransit eligible person at any requested time on any particular day in response to a request for service made the previous day. The service operator may negotiate to provide the trip within an “hour window.” Reservations must be taken during regular business hours the day before the trip is requested.
- **FARES:** The public transit may not establish paratransit fares that are more than twice the fare would be charged to an individual paying full fare for a trip of similar length at a similar time of day on the fixed route system.
- **TRIP RESTRICTIONS:** The operator may not impose trip restrictions to prioritize trips based on trip purpose.

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- **CAPACITY CONSTRAINTS:** The operator may not impose capacity constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service ADA paratransit eligible individuals.

This ADA, paratransit plan is to be provided to all individuals who are unable, because of their disability, to use the fixed route system. The criteria for determining eligibility are also regulated by the ADA, and ATN is required to have a documented process in place to determine if an individual qualifies for service.

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

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

The following sections systematically review all of ATN's service, through an operating agreement with OCTA (Appendix 1), as they related to the provision of and compliance with all parts of the ADA statues. If service is determined to not comply with the regulations contained in the ADA then proper procedures and compliance actions will be outlines with specific benchmarks for achievement.

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

SECTION 1 ANAHEIM TRANSPORTATION NETWORK DEMOGRAPHIC PROFILE

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

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

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

Figure 1 – ATN Service Area Demographic Information

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

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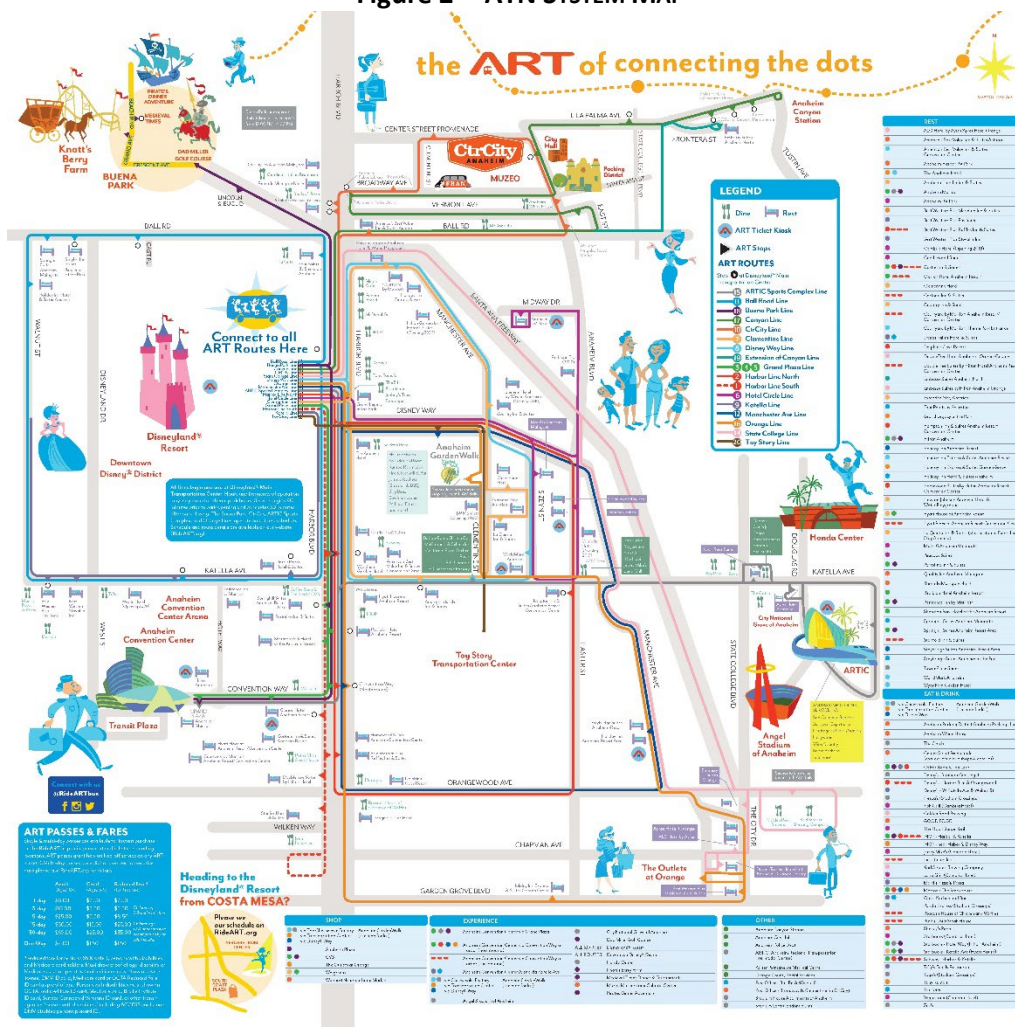
SECTION 2 ANAHEIM TRANSPORTATION NETWORK EXISTING SERVICES

FIXED ROUTE SERVICE

The Anaheim Resort Transportation (ART) is a service of the Anaheim Transportation Network (ATN). ART is a public transportation system for the residents, employees and visitors of the City of Anaheim and the greater Anaheim Resort area, including the cities of Garden Grove, Buena Park, Santa Ana, and Orange.

ART's frequent service and twenty (20) interchangeable routes allows for easy OC ACCESS and convenient connection. ART system offers passengers convenient transportation service between 65 lodging establishments, resort areas, local destinations and attractions, convention facilities and train stations.

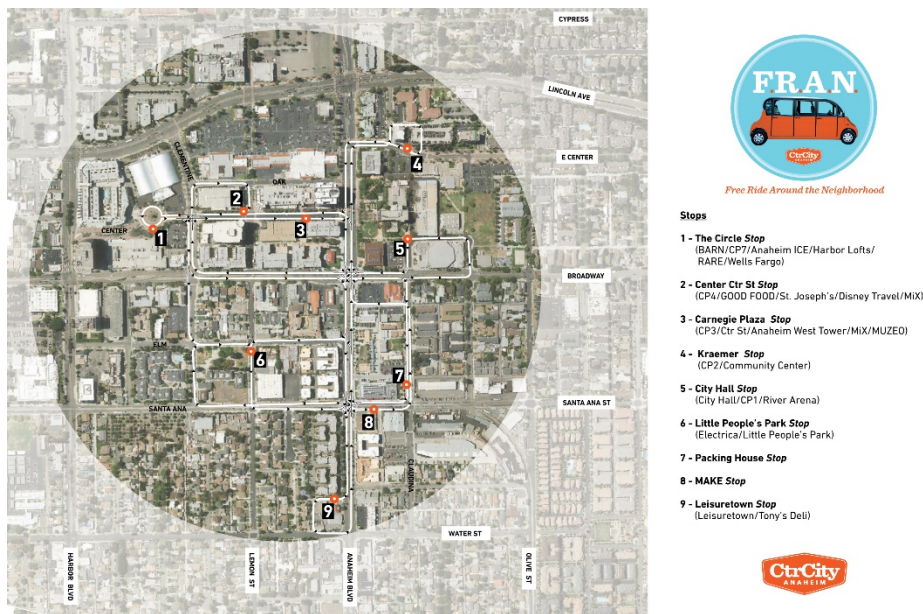
Figure 2 -- ATN SYSTEM MAP



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MicroTranist

Free Rides Around the Neighborhood (FRAN) is a service of Anaheim Transportation Network (ATN). FRAN is a public transportation on-demand system for the residents, employees and visitors of the City of Anaheim and covers the CTR City area. FRAN is an on-demand service that can be requested via a mobile app or by calling the ATN’s 888 number or the ATN’s local number. This information is posted at all FRAN stops. Unlike fixed route, this service offers point to point mobility. The FRAN service has two (2) ADA vehicles and the ADA vehicle can be requested at the time of service request either through the mobile app or the ATN’s phone numbers.



OPERATING SCHEDULE AND SERVICE HOURS

The ATN Service Standards for vehicle headway is 20 minutes, except for longer distance routes. The average peak headway of all ATN routes is 20 minutes. Sixteen (16) out of twenty (20) routes operate on 20-minute headways. The remaining five routes operate on a printed schedule and operate hourly or more frequently. In addition, ATN operates commuter service to the Anaheim Canyon Metrolink station. This service operates on printed schedule to accommodate the arrival and departure of Metrolink trains in the a.m. and p.m. Figure 3 describes service hours and frequency for ART service. MicroTransit service operates daily from 11:00 a.m. - 10:00 p.m.

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FIGURE 3 -- BUS SERVICE HOURS AND FREQUENCIES

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

FARE STRUCTURE

Figure 4 shows the fare structure for Anaheim Transportation Network. All day unlimited use fare is \$6.00 for adults and \$2.00 for youth (aged 3-10). Discount daily passes are available for all groups.

Figure 4 -- Fare Structure

Mode of Transportation Bus	Base Fare	Reduced Fare
One-way Cash Fare	\$4.00	1.50
1-Day Adult Pass	\$6.00	\$2.50
3-Day Adult Pass	\$14.00	\$5.50
5-Day Adult Pass	\$25.00	\$8.50
15-day Adult Pass	\$51.00	\$25.00
30-day Adult Pass	\$72.00	\$35.00
FRAN Service	FREE	FREE

ANAHEIM RESORT TRANSPORTATION FLEET

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

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Figure 5 --
ART Fleet

Base Location	# of Vehicles at Base	Avg. # of Daily Pull-Out	of Bus Daily Pull-Out Percentage
Anaheim	82	67	82%
Anaheim	10	3	30%

ATN OC ACCESS SERVICE PROVISION

All pertinent information, eligibility requirements, reservation, and other program guidelines are available on OCTA web site at <http://octa.net/Bus/OC-ACCESS-Service/Overview/>. This section represents a general summary and overview of this service. OCTA’s overview, FAQ’s, and inquiry request information is available at <https://www.octa.net/About-OCTA/ADA/Overview/>

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

ATN’s agreement with OCTA is consistent with OC OACCESS guidelines to provide services within ¾ mile of, and during the same hours as, the OC Bus and ATN public transit services. The base fare for OC ACCESS service is \$3.60 for each one-way trip. One personal care attendant (PCA) may ride free when accompanying an OC ACCESS customer. In addition, one companion is permitted to accompany an OC ACCESS customer and is required to pay \$3.60 for each one-way trip. Additional companions may be booked on a space-available basis and must pay \$3.60 for each one-way trip. All OC ACCESS fares must be paid upon boarding.

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

Trips may be taken on OC ACCESS for any trip purpose.

CAPACITY CONSTRAINS

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

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

RESPONSE TIME

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

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

SUBSCRIPTION SERVICE

Subscription service may be available for customers who travel consistently on (a) specific day(s) of the week, at the same time, and to and/or from the same destination. Customers who are granted subscription service can enjoy the convenience of having their trips automatically scheduled without having to call the OC ACCESS Reservation Line to schedule each trip.

SAME-DAY TAXI SERVICE

OCTA offers a non-ADA Same-Day Taxi service to all OC ACCESS customers. Same-Day Taxi service can be used for any trip type, just like OC ACCESS. This service is perfect for quick

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

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

All pertinent information, eligibility requirements, reservation, and other program guidelines are available on OCTA web site at <http://octa.net/Bus/OC-ACCESS-Service/Overview/>. This section represents a general summary and overview of this service.

SERVICE AREA

Service is available within $\frac{3}{4}$ mile of the fixed route. Figures 6 illustrates the ADA service corridors within the context of the overall fixed route system.

SECTION 4 ADA ELIGIBILITY PROCESS

All pertinent information, eligibility requirements, reservation, and other program guidelines are available on OCTA web site at <http://octa.net/Bus/OC-ACCESS-Service/Overview/>. This section represents a general summary and overview of this service.

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

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

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

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

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

THE CERTIFICATION PROCESS

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

HOW TO APPLY FOR OC ACCESS SERVICE

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

COMPLAINT RESOLUTION AND CUSTOMER SERVICE PROCEDURES

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

SECTION 5 PUBLIC PARTICIPATION PROCESS

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

ATN's Public Participation Process is fully outlined in the approved Public Participation Plan and Title VI Plan. These documents are available at <https://rideart.org/privacy-policy/title-vi/>