



ADA Complementary Paratransit Plan

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BACKGROUND & INTRODUCTION

The Americans with Disabilities Act (ADA) of 1990 requires that public entities which operate fixed route transportation services also provide complementary paratransit services for individuals whose disabilities make them unable to use the fixed route system. In addition, the regulations require that public entities subject to complementary paratransit requirements develop and administer a process for determining if individuals who request services 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 receives federal transportation funding (Federal Transit Administration Section 5307) to support its transit operations. All fixed route services are operated by the ATN, a municipal transportation service provider in the City of Anaheim.

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 standard, 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 $\frac{1}{4}$ of a mile on each side of each fixed route. This includes an area within $\frac{1}{4}$ 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 that 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 the trip’s purpose.
- **CAPACITY CONSTRAINTS:** The operator may not impose capacity constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service ADA paratransit eligible individuals.

This ADA, paratransit plan is to be provided to all individuals who are unable, due to 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 the ATN did not initiate fixed route service until May 2002, no plan was submitted at that time. Nonetheless, a 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. Effective July 1, 2021 ATN will provide ADA Paratransit in the ATN service area directly.

The following sections systematically review all of ATN's service, as they related to the provision of and compliance with all parts of the ADA statutes. 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 relevant to the plan

SECTION 2: This section outlines existing services

SECTION 3: This section evaluates the current demand response service

SECTION 4: This section outlines the existing paratransit eligibility determination process

SECTION 5: This section describes the current public review process for input into senior and disabled transportation services. There is also discussion on the steps necessary to inform current and potential users of any proposed service changes and adjustments

SECTION 1: ANAHEIM TRANSPORTATION NETWORK DEMOGRAPHIC PROFILE

As of the 2013 United States Census update, the city population was 345,012, making it the most populated city in Orange County, the 10th most-populated city in California, and ranked 54th in the United States. The city anticipates that the population may surpass 350,000 by 2020 due to the rapid development in its Platinum Triangle area as well as in the Anaheim Hills areas.

The ATN is a private non-profit transportation management association governed by a Board of Directors comprised of 15 individuals who represent interests of local constituency. The ATN was formed 16 years ago for the sole purpose of providing a uniform, comprehensive transportation system. ATN administers the 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 in 2019 the ATN became the municipal operator for the City of Anaheim.

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 operates ATN PARATRANSIT for the provision of ADA paratransit service. The ATN is fully committed to the provision of transportation options for individuals who are unable to use the regular, fixed-route bus service due to functional limitations caused by a disability (Figure 1).

Figure 1 – ATN Service Area Demographic Information

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

SECTION 2: ANAHEIM TRANSPORTATION NETWORK EXISTING SERVICES

FIXED ROUTE SERVICE

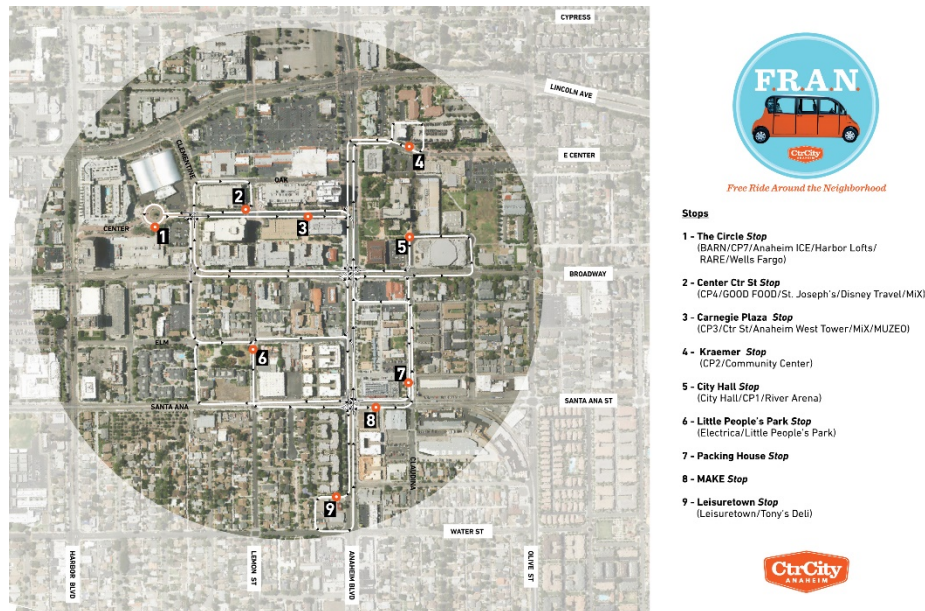
The Anaheim Resort Transportation (ART) is a service of the Anaheim Transportation Network (ATN). ART is a public transportation system for the residents, employees and visitors of the City of Anaheim and the greater Anaheim Resort area, including the cities of Garden Grove, Buena Park, Santa Ana, and Orange. Pre-Covid, ATN operated twenty (20) interchangeable fixed routes allowing for easy and convenient connection. Post-Covid, ATN anticipates that only six routes will continue operations on a fixed route basis with the rest of the system transitioning to demand-responsive operations.

Figure 2 -- ATN SYSTEM MAP



MICROTRANSIT (FRAN)

Free Rides Around the Neighborhood (FRAN) is a service of ATN. FRAN is a public transportation on-demand system for the residents, employees and visitors of the City of Anaheim and covers the Center 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 called for vehicle headway is 20 minutes, except for longer distance routes. The average peak headway of all ATN routes is 20 minutes. Five routes will remain on this fixed route frequency with the rest of the system transitioning to on-demand operations.

ATN will continue its services to the Anaheim Canyon Metrolink station 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. FRAN service operates Monday through Thursday from 12:00 p.m. – 8:00 p.m. and Friday through Sunday from 11:00 a.m.-9:00 p.m.

Figure 3 -- Bus Service Hours and Frequencies

Service Days / Hours	Service Frequency Routes 1-5 & 20	Service Frequency Routes 6-19
Weekdays – 7:00 am – 11:30 pm	Every 20 minutes	On - Demand
Weekends – 6:00 am – 12:30 am	Every 20 minutes	On - Demand
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 \$2.50 for youth (age 3-10). Discount daily passes are available for all groups.

Federal guidelines allow for twice the cost of Base Cash Fare for the ADA Paratransit services. ATN's ADA Paratransit fare is \$8.00 per one-way trip. . Personal Care Attendance can you ATN ADA Paratransit service free of charge.

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	\$16.00	\$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
On_Demand Service	\$15.00	\$7.50
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.

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 PARATRANSIT SERVICE PROVISION

All pertinent information, eligibility requirements, reservation, and other program guidelines are available in Appendix A, ADA Paratransit Policies, Anaheim Transportation Network. This section represents a general summary and overview of this service.

ATN operates ATN PARATRANSIT, a 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, North County Transit, Access Services, Riverside Transit Agency, or Omnitrans to use ATN's Paratransit system by meeting the Americans with Disabilities Act (ADA) eligibility criteria.

ATN's PARATRANSIT provides services within ¾ mile of, and during the same hours as, the ATN public transit services (per the Department of Transportation's (DOT) Rules and Regulations, 49 CFR, part 37.131(a)). The base fare for ATN PARATRANSIT service is \$8.00 for each one-way trip. One personal care attendant (PCA) may ride free when accompanying an ATN PARATRANSIT customer. In addition, one companion is permitted to accompany an ATN PARATRANSIT customer at no charge. Additional companions may be booked on a space-available basis at no charge. All ATN Paratransit 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 ATN PARATRANSIT for any trip purpose.

CAPACITY CONSTRAINTS

For ADA eligible persons, there are no capacity constraints, meaning there is no limitation on the number of trips per day or trips per person that can be made. There are no untimely pickups (for initial or return trips) and travel times are comparable to fixed route trips. For ADA eligible persons, there are no trip denials, turndowns, or waiting lists. All trip requests are honored.

RESPONSE TIME

Trip requests may be made the day before the service is needed by contacting ATN PARATRANSIT 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 3 days in advance.

The reservation operator will quote a 30-minute pick-up window (for example: 9:00 AM – 9:30 AM). The vehicle may arrive at any time within the 30 minutes quoted.

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 ATN PARATRANSIT Reservation Line to schedule each trip.

SECTION 3: COMPARISON OF COMPLIMENTART ADA AND ATN PARATRANSIT SERVICE TO ADA GUIDELINES

This section describes service characteristics of ATN's complementary ADA paratransit system and compares them to the federal requirements.

ATN PARATRANSIT service accepts ADA certification from OCTA and four surrounding counties transit agencies, 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 (or other regional transit agencies) to use the ATN PARATRANSIT system by meeting ADA eligibility criteria.

All pertinent information, eligibility requirements, reservation, and other program guidelines are available in Appendix A, ADA Paratransit Policies, Anaheim Transportation Network. 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.

Figure 6 – ATN Paratransit Service Area



SECTION 4: ADA ELIGIBILITY PROCESS

All pertinent information, eligibility requirements, reservation, and other program guidelines are available Appendix A, ADA Paratransit Policies, Anaheim Transportation Network. 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.

THE CERTIFICATION PROCESS

The certification process starts with a completed application. Applicants must include documentation that they have ADA complementary paratransit eligibility from any of the following agencies:

- Los Angeles County, Access Services
- Riverside County, RTA ADA Dial-A-Ride Service
- San Bernardino County, Omnitrans OmniAccess
- Orange County, OCTA Access
- San Diego County, NCTD Lift

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

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

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

TEMPORARY: individual is not able to use ATN 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.

Individuals are notified by mail regarding eligibility. Once eligibility is established and approved, a unique ATN PARATRANSIT identification number will be issued and provided with the notification letter, along with a Rider's Guide describing ATN PARATRANSIT service and how to use them. ATN PARATRANSIT eligibility may be valid for up to 5 years.

HOW TO APPLY FOR ATN PARATRANSIT SERVICE

Download and print the ATN PARATRANSIT Application Form. Complete application and mail to the Anaheim Transportation Network, ATN Paratransit, 1354 South Anaheim Boulevard, Anaheim, CA 92805. Electronic application is available on ATN website at www.rideart.org//ada-complementary-paratransit-plan

Information on ATN Paratransit can be provided in an alternative format, such as, Braille and audio, upon request. ATN will do its best to provide the requested alternative format within a reasonable time.

COMPLAINT RESOLUTION AND CUSTOMER SERVICE PROCEDURES

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.

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/>.

ATTACHMENT A: ATN ADA PARATRANSIT POLICIES



ADA Paratransit Policies

Original Approval
Updated
Updated
Updated

July 2012
March 2015
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ADA PARATRANSIT POLICIES

— January 2021 —

Commitment to Reciprocity

As a public transit provider, Anaheim Transportation Network's (ATN) mission is to enhance mobility options by delivering reliable and efficient transportation solutions. Our commitment to customers consists of integrity, exceptional service, can-do spirit, communication and partnerships.

ATN's vision for the provision of ADA Paratransit Services is through a reciprocal approach. ATN's ADA Paratransit Plan is structured to provide opportunity for Orange County and surrounding counties' residents, and visitors, to access transportation services in a reciprocal manner.

Through our believe in reciprocity, all currently approved ADA paratransit users are automatically eligible for ATN services. With a customer-centric view for service, ATN's Plan strives to:

- ✓ Accept all approved ADA Paratransit users - whether local or visiting
- ✓ Provide simplicity of approval process to ensure availability of service for ALL

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INTRODUCTION

The Anaheim Transportation Network (ATN) is a municipal transit operator governed by a Board of Directors comprised of 15 individuals dedicated to providing a 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 Americans with Disabilities Act (ADA) standards, as well as the applicable air quality and traffic circulation requirements.

PURPOSE AND NEED

The purpose of this document is to set policy, in accordance with Federal Transit Administration (FTA) regulation and Americans with Disabilities Act standards regarding ATN Paratransit service for individual riders.

DEFINITIONS

(ADA)–The Americans with Disabilities Act (ADA) provides comprehensive civil rights protection for individuals with disabilities. Signed into law in 1990, ADA guarantees equal opportunity in employment, public services, public transportation, public accommodations and telecommunications for individuals with disabilities. In the transportation section, the ADA clearly emphasizes nondiscriminatory access to fixed-route bus service, with complementary paratransit service acting as a “safety net” for people who cannot use the fixed route system. Anaheim Transportation Network ADA Paratransit Service is operated in the ATN service area and is available on a prearranged basis for any trips proposed within the designated service area.

Complementary Paratransit Service-Complementary Paratransit Service is a door-to-door, lift equipped shared ride transportation service. ATN Paratransit service operates within the same times and to the same places as fixed-route buses. Public, fixed-route transportation systems must be accessible to persons with disabilities. However, the law provides for “complementary paratransit service” if buses are not accessible or if a disability prevents a person from using public transportation.

Demand Response System- is any non-fixed route system of transporting individuals that requires advanced scheduling by the customer, including services provided by public entities, nonprofits, and private providers.

Fixed route system - a system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specified public transportation service, on which a vehicle is operated along a prescribed route according to a fixed schedule.

Mobility device - a mechanism such as a wheelchair, a walker or a scooter, designed to aid individuals with mobility impairments. They can be either manually operated or powered.

Service animals - animals that are individually trained to perform tasks for people with disabilities-such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Subscription service - an ongoing standing order for a passenger traveling to the same place at the same time at least once a week for a minimum period of 90 days.

Wheelchair - a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

POLICY ON ELIGIBILITY

ATN PARATRANSIT is a shared-ride service for people who are unable to use the regular fixed-route bus service because of a disability. ATN Paratransit- customers must be certified by Orange County Transit Authority (OCTA) or other transit agencies as meeting ADA eligibility criteria.

Eligibility is based on the person's individual functional abilities and limitations, not a specific age, diagnosis, or disability.

A person may be eligible for ATN Paratransit- service if the person is:

- Unable to board or exit a fixed-route bus; and/or
- Unable to get to or from a bus stop due to physical and/or environmental barriers; and/or
- Unable to understand how to ride the bus due to a cognitive disability.

ATN PARATRANSIT is provided within 3/4 mile of, and during similar hours as, ATN's regular fixed-route service (per the Department of Transportation's (DOT) Rules and Regulations, 49 CFR, part 37.131(a)).

ATN PARATRANSIT CERTIFICATION PROCESS

ATN Paratransit- has a formal certification process that follows strict ADA guidelines.

ADA paratransit service is not intended to be a comprehensive system of transportation for individuals with disabilities. In addition, simply having a disability or multiple disabilities does not, in and of itself, entitle a person to ride.

The certification process starts with a completed application. Applicants must include documentation that they have ADA complementary paratransit eligibility from any of the following agencies:

- ✓ Los Angeles County, Access Services
- ✓ Riverside County, RTA ADA Dial-A-Ride Service
- ✓ San Bernardino County, Omnitrans OmniAccess

- ✓ Orange County, OCTA ACCESS
- ✓ San Diego County, NCTD Lift

Individuals are notified by mail regarding eligibility. Once eligibility is established and approved, a unique ATN Paratransit identification number will be issued and provided with the notification letter, along with a Rider's Guide describing ATN Paratransit- service and how to use it. ATN Paratransit- eligibility may be valid for up to 5 years.

A copy of the ATN PARATRANSIT application is included at the end of this document.

ATN PARATRANSIT VISTOR CERTIFICATION

ATN Paratransit will provide paratransit service to eligible visitors traveling within Anaheim from other regions.

- Individuals may use the service if they are unable to use accessible, fixed-route transportation services due to disability-related functional limitations.
- In order for visitors to receive eligibility for ATN Paratransit- service, they must provide documentation from their home jurisdiction.
- Self-Certification – if the individual has no such documentation (of ADA paratransit eligibility), then the individual is to provide documentation of residence outside of Orange County and, if the individual's disability is not apparent, proof of the disability. Acceptable proof of disability includes a letter from a doctor or the visitor's statement of inability to use the fixed route system.
- For more information about the ATN Paratransit- visitor policy, or to become a registered visitor in Anaheim, please call 714-462-4703.

ATN PARATRANSIT VISTOR POLICY

POLICY: ATN Paratransit will provide complementary paratransit service to eligible visitors from outside of Anaheim throughout the same period of ADA paratransit certification as in their county of residence.

PROCESS: Individuals from outside Anaheim will be served by ATN Paratransit services as ADA eligible visitors if they are unable to use accessible, fixed route transportation services.

According to ADA regulations, an individual residing outside of Anaheim is eligible for complementary paratransit service as a visitor:

1. If the individual presents documentation of ADA paratransit eligibility from their home jurisdiction.
2. If the individual has no such documentation (of ADA paratransit eligibility), then the individual is to provide documentation of residence outside of Anaheim and, if the individual's disability is not apparent, proof of the disability. Acceptable proof of disability includes a letter from a doctor or the visitor's statement of inability to use the fixed route system.
3. ATN Paratransit should provide visitor status within 24 hours upon receiving such request due to disability-related functional limitations.

All calls made by ADA eligible visitors to trip reservations/scheduling staff will be referred by the reservationist to the ATN Paratransit eligibility section at 714-462-4703 (or Text Display Device service).

1. The visitor is to contact ATN paratransit eligibility section by phone, mail, fax, or Text Display Device to obtain information about ATN paratransit and procedures for applying as an ADA eligible visitor.
2. The visitor must provide information verifying eligibility as an ADA eligible visitor for ATN paratransit.
 - a. This process requires that the individual provide basic identifying information such as documentation of ADA certification from elsewhere, or evidence of disability.
 - b. Trips made by ADA eligible visitors may be arranged prior to their arrival in Anaheim or during their time here; this includes providing documents proving the ADA eligible visitors' eligibility as well as the expected dates of ATN paratransit use.
 - c. ATN Paratransit eligibility section will process the request immediately. If qualifications are met, the visitor can promptly be provided ADA eligible visitor status.
3. Individuals will be notified of the determination regarding status as an ADA eligible visitor. If determined eligible, ATN Paratransit eligibility will provide an ATN Paratransit identification number, including the "Rider's Guide" and information on how to use the ATN Paratransit service.
4. For those determined to be ADA eligible visitors, ATN Paratransit eligibility will enter appropriate information in the ATN Paratransit rider information database.

HOW TO REQUEST A RIDE

Once certified, individuals must schedule a ride at least one day prior to the day of the trip. Customers may schedule rides up to three (3) days in advance. ATN Paratransit-encourages customers to provide as much advance notice as possible (within the three (3) days) to allow schedulers to more efficiently route vehicles. ATN PARATRANSIT reservation requests are taken Monday through Friday from 7 AM to 5 PM, and on Saturday, Sunday and Holidays from 8 AM to 5 PM. Call 714-462-4703 to request a ride.

TIPS FOR REQUESTING A RIDE

When calling to request a ride, please have the following information ready for the operator:

- ✓ Your ATN PARATRANSIT identification number: (#_____).
- ✓ The travel date.
- ✓ Your pick-up address (This must be the exact city, street address and cross streets).
- ✓ Your destination address (This must be the exact city, street address and cross streets).
- ✓ The time that you would like to be picked up from your pick-up address (e.g. from home) or the time that you would like to arrive at your destination (e.g. doctor's office). You may not request both a pick-up time and an arrival time. You may choose one or the other.
- ✓ Type of a mobility aid you will have, if any (such as a walker, wheelchair or service animal).
- ✓ If you will be traveling with a Personal Care Attendant (PCA).
- ✓ If you will be traveling with a companion.
- ✓ One companion may be booked for each trip. Additional companions may be booked on a space available basis. However, additional companions cannot be guaranteed. Companions are required to pay the full per-trip ATN PARATRANSIT fare.
- ✓ You should also have pen and paper handy to write down the reservation operator's name, date, and 30-minute window of your pick-ups.
- ✓ Even if all you need to do is drop something off or pick something up, the driver is not able to wait for you. You will need to schedule two separate trips on ATN Paratransit.

SERVICE INFORMATION

Negotiating Trip Times

Due to the large volume of ATN Paratransit trips requested, ATN Paratransit- is not always able to assign customers the exact pick-up or arrival time that they request. The ADA allows for a negotiated pick-up time within one hour before or after the requested trip time. ATN Paratransit-makes every effort to offer trip times as close as possible to the requested time.

Travel Time

ATN Paratransit- is comparable to the level of service and ride time provided on ATN's fixed-route as required by the Department of Transportation's (DOT) Rules and Regulations, 37.121. When planning your trip, please be aware that your ride will be shared with other ATN Paratransit customers. Since ATN Paratransit is a shared ride service, other passengers may be picked up or dropped off before you.

Vehicle Arrival

The reservation operator will quote you a 30-minute pick-up window (for example: 9:00 AM – 9:30 AM). The vehicle may arrive at any time within the 30 minutes quoted. As a result, **you must be ready and waiting in a visible location at the start of the 30-minute pick-up window.**

Upon vehicle arrival, the driver will wait five minutes. If you are not at the scheduled pick-up location within the five minutes, the driver will mark you as a no-show. If the driver arrives before your pick-up window, and you are ready and would like to go at that time, you may do so; however, the driver will not mark a customer as a no-show prior to the start of the pick-up window.

Checking on your ride

If your ride does not arrive in your pick-up window, you may call to check its status at 714-462-4703

Please do not call to check on your ride until your pick-up window time has expired.

CANCELLING A RIDE

ATN PARATRANSIT trips must be cancelled at least one hour before the pick-up time. If you are unable to take a scheduled trip, please cancel your ride by calling ATN PARATRANSIT as soon as you know that you will not need the trip. The earlier you notify ATN PARATRANSIT of your cancellation, the more efficient ATN Paratransit can be when scheduling trips for others. To cancel a requested ride, call 714-462-4703.

POLICY ON ACCOMODATING REASONABLE MODIFICATIONS

ATN will make reasonable modifications to its policies, practices, and procedures, where necessary, to avoid discrimination on the basis of disability or where the individual with a disability would otherwise be unable to use ATN services, programs or activities.

Requesting a Reasonable Modification:

Rider requests for reasonable modification for an ATN Paratransit-eligible customer, where feasible, shall be made when making the trip reservation

- Riders may request a reasonable modification at the time of service.
- When requesting a reasonable modification, riders should be as specific as possible and identify the need, based upon their disability, for the requested modification.
- Reasonable modification will be provided at no additional cost.

ATN may grant a timely request for a reasonable modification provided that the request:

- Is within the power of ATN?
- Will not fundamentally alter the nature of its services?
- Will not constitute a direct threat to the health and safety of others?
- Will not require the commission of an illegal act?

ATN may deny requests for reasonable modifications if:

- The requested modification is unnecessary for the requestor to be able to fully utilize the service.
- The requested modification would result in a direct threat to the health and safety of others.
- The requested modification would result in a fundamental alteration of ATN fixed route or ATN Paratransit service.

For safety reasons, a reasonable modification for door service is NOT available when any of the following conditions exist:

- Driver would lose sight of the vehicle
- Location involves steps or stairs
- Assistance by the driver may harm the customer, driver or both

ATN may refuse to provide service to any passenger who engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

FARE POLICY

Please remember that eligible passengers must pay their fare when boarding the vehicle. The current base fare for ATN Paratransit \$8.00.

- The correct fare must be paid in cash or via a cashless payment method
- ATN Paratransit- customers must pay the exact fare as drivers are unable to provide change
- Passengers without the correct fare will not be transported and will be marked as no-shows
- Customers who establish a “pattern and practice” of not paying the correct fare upon boarding may have their service suspended

Personal Care Attendants (PCA)

One Personal Care Attendant (PCA) may ride free when accompanying an ATN Paratransit customer.

Companions

One companion in addition to a PCA is permitted to accompany an ATN Paratransit eligible customer. Additional companions may be booked on a space available basis; however, the ride cannot be guaranteed. Each companion can ride at no charge.

Children

Up to three children, five-years old and younger, may ride free with each ATN Paratransit-certified, fare-paying customer. See page 20 for California laws regarding car seat or booster seat requirements for children.

NOTE: Whenever a customer is going to be accompanied by a PCA, companion, child, or service animal, the person scheduling the ride must inform the reservation operator at the time the ride request is made to ensure that space is available in the vehicle.

POLICY ON SUBSCRIPTION SERVICE

Subscription service may be available for customers who travel consistently on (a) specific day(s) of the week, at the same time, to and/or from the same destination. The purpose of subscription service is to enable ATN PARATRANSIT to create efficient routes for customers who have similar travel patterns. As a result, customers who are granted subscription service can enjoy the convenience of having their trips automatically scheduled without having to call an ATN Paratransit reservation operator to schedule each trip.

- ATN Paratransit- complies with federal regulations regarding the total number of subscription trips scheduled.
- A request for subscription service is not automatically filled. Subscriptions will be provided on a space available basis, based on vehicle routing. Customers must have a consistent travel history without excessive cancellations and/or no-shows.
- When a subscription is requested, ATN Paratransit schedulers will negotiate within the ADA guidelines to arrange effective and efficient service for all customers.
- Subscription customers temporarily suspending their service requests for periods of one month or more will lose their subscription service. Once a subscription is lost, any future requests for subscription service are treated as new requests.
- If a customer requests changes to his/her subscription service, it will be evaluated as a new request.
- All required ATN Paratransit fares must be paid for subscription trips.

- Passengers who are unable to take a scheduled trip, should cancel the trip as soon as possible. Please see page 11 for “Cancelling a Ride”.

Subscription Service No-Shows

Due to high demand and limited availability of subscription service, customers with a pattern or practice of no-shows and/or late cancellations will lose their subscription service. Please see the No-Show and Late Cancellation Policy on Pages 15-16.

Penalties for Excessive Subscription Service No-Shows

Customers with subscription service will follow the same No-Show and Late Cancellations Policy as ATN Paratransit customers scheduling individual trips. Please see the No-Show and Late Cancellation Policy on Pages 15-16.

ATN PARATRANSIT NO-SHOW AND LATE CANCELLATION POLICY

Each verified no-show (or late cancellation) counts as one no-show. Customers may be suspended after they meet all the following conditions:

- Accumulate three or more no-shows in one calendar month.
- Have booked at least ten trips that month.
- Have “no-showed” or “late cancelled” at least 10% of those trips A warning letter will be sent to the customer after meeting all the above conditions for that same month, to remind and inform the customer of the no-show policy and appeal process and that their ATN PARATRANSIT privileges are in jeopardy of being suspended. The No-Show suspension policy dictates the following outcome within a 12-month period:
 - **First offense:** 7-day suspension.
 - **Second offense:** 14-day suspension.
 - **Third offense:** 21-day suspension.
 - **Fourth offense:** 28-day suspension, maximum.

Purpose

The purpose of the No-Show and Late Cancellation Policy is to:

- Define the timeframes for scheduling and/or canceling a trip.
- Define a no-show.
- Define a late cancellation.

- Specify the penalties to be imposed for excessive no-shows and late cancellations.
- Outline the no-show and late cancellation appeals process.

Background

The Americans with Disabilities Act (ADA) of 1990 requires a provider of fixed-route transportation to the general public to also provide complementary paratransit service to a person whose disabilities preclude him/her from using the fixed-route bus service. Section 37.125(h) of the ADA regulations allows paratransit service to be suspended for a customer who establishes a “pattern or practice” of missing scheduled trips.

Definition of a No-Show

A no-show is defined as:

- A customer missing a scheduled trip.
- A customer cancelling a ride with a Driver upon arrival of a vehicle.
- A personal care attendant or agency representative (including a job coach) failing to receive the customer upon arrival at the destination if the customer is not to be left unattended.

If the customer is not at the scheduled pick-up location at the scheduled time, the driver will wait for five minutes before marking the customer a no-show.

Definition of a Late Cancellation

A late cancellation is defined as:

A trip that is cancelled less than one hour before the scheduled pick-up time.

If an ATN Paratransit- customer is late canceling for the first part of a round trip, ATN Paratransit- is not allowed to automatically cancel the return trip. Failure to cancel one hour in advance of the scheduled return trip will be considered a late cancellation. Excessive late cancellations and no-shows may result in suspension of service (Please see the Warnings, Penalties and Appeals Process on pages 16-17).

Please note: It is the ATN Paratransit- customer’s obligation to call and cancel if the return trip will not be needed.

Warnings, Penalties & Appeals Process

A warning letter may be initiated after receiving the third no-show or late cancellation to remind the customer of the policy and inform him/her that his/her ATN Paratransit- privileges may be suspended.

Process of Warnings, Penalties & Appeals

1. First and second no-show or late cancellation within a calendar month:

Action taken: None

2. Third no-show or late cancellation within a calendar month and all no-show conditions have been met:

Action taken: A Warning Letter may be sent to the customer's address of record.

- i. This notification will advise the customer of the ATN Paratransit intent to suspend the customer from the service for a period of seven days.
- ii. Customers may submit a request to excuse any no-show or late cancellation that they believe to be incorrect or beyond their control within fifteen (15) days from the date of the Warning Letter.

3. If there is no response received to the Warning Letter within fifteen (15) days:

Action taken: An Intent to Suspend Letter will be sent to the customer's address on record.

4. If there is no response to the Intent to Suspend Letter within fifteen (15) days:

Action taken: A Final Suspension Letter will be sent to the customer's address of record.

ATN PARATRANSIT will provide thirty (30) days from the date of the Final Suspension Letter to allow the customer to make alternative transportation arrangements. Please see the No-Show and Late Cancellation Requests/Appeals on page 30 for more information.

No-shows and late cancellations will be tracked each month. However, it is the customer's responsibility to track his/her late cancellations and no-shows to ensure that they are kept within an acceptable level. It is also the customer's responsibility to ensure that ATN Paratransit is properly informed of any change in mailing address to ensure all correspondence is received in a timely manner.

No-Show and Late Cancellation Requests/Appeals

If a customer's no shows or late cancellations exceed 10% of their overall scheduled monthly trips and he/she has accrued three (3) or more no-shows or late cancellations in a calendar month and receives a notice of suspension, the suspension may be appealed with a formal appeals board. Complete information about the appeals process will be included with the service suspension letter. The customer will have fifteen (15) days to appeal the suspension and will receive notification within thirty (30) days of the appeal decision before a suspension takes effect.

Subscription Service Suspension

The No-Show and Late Cancellation Policy applies to all ATN Paratransit customers including those who receive subscription service. If a subscription customer receives two (2) service suspensions in a floating 12-month period, the subscription will be cancelled. The customer will still be able to schedule trips on ATN PARATRANSIT when the second suspension is over; however, the subscription will be cancelled and the customer will be required to call ATN PARATRANSIT to book all future trips.

CUSTOMER CONDUCT POLICY

To help ensure the safety, security and comfort of our ATN Paratransit customers, violent, illegal or disruptive conduct is not allowed aboard the vehicle. OCTA has developed policies for handling customers whose conduct interferes with the safe operation of ATN Paratransit vehicles. If a driver reports inappropriate behavior by a customer (or parent, care provider, etc.), and the conduct continues to interfere with the safe operation of an ATN Paratransit vehicle, a service suspension may occur. ATN PARATRANSIT will work with parents, care providers, school or employment personnel, or anyone immediately involved with the customer to educate that customer on appropriate behavior aboard public transportation. Hazardous materials, weapons of any kind, explosives, corrosive liquids and flammable materials are not allowed on any ATN Paratransit vehicle.

Service Suspension

All incidents will be investigated completely, upon determination of outcome, the following service suspension may apply:

- ✓ **First offense:** depending on the severity of the offense, it may warrant a verbal/written warning or a seven (7) day service suspension.
- ✓ **Second offense:** Fourteen (14) day suspension.
- ✓ **Third offense:** Twenty-one (21) day suspension.

- ✓ **Fourth offense:** Twenty-eight (28) day suspension, maximum.

FOR YOUR SAFETY

- **Child Protection Policy** – A responsible adult must accompany children five years old or younger. If the child five years or under is the eligible customer, the responsible adult may ride free as the Personal Care Attendant.
- **Child Seatbelt Law** – Children must ride properly buckled in the vehicle's back seat in a car seat or booster seat until they are eight years of age or at least 4'9" tall per California law. ATN Paratransit does not provide car seats or booster seats. The driver can assist customers with installing a car seat or booster seat upon request.
- **Customers Requiring Supervision** – If no one is present to receive a customer who is unable to be left unattended, the customer may be transported back to their pick-up address. Additionally, adult or child protective services may be notified.
- **Medications and Other Medical Needs** – Customers who require medication or oxygen at regular intervals should be advised that their travel time could be up to 90 minutes or longer due to factors outside ATN Paratransit control including traffic, weather conditions, or length of trip.
- **Mobility Devices** – Customers with scooters are advised to transfer to a seat in the vehicle. Brakes must be in good working condition in order to transport safely, no exceptions.

ATN PARATRANSIT will carry a wheelchair and occupant if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements.

To assist in providing quality service, we keep record of the mobility device used at your in-person assessment. If you change your mobility device, you must call ATN Paratransit at 714-462-4703 to alert us of this change.

- **Packages**

Customers are limited to two packages the size of a grocery bag and may use small shopping carts to transport their items. Drivers are not required to assist customers with packages or shopping carts.

- **Personal Hygiene**

Customers must maintain an acceptable standard of cleanliness, exposed body fluids and/or blood borne pathogens are not permitted.

- **Seat Belts**

Customers utilizing paratransit service are required to use lap and shoulder belts for their safety.

- **Service Animals**

Service animals must be leashed or harnessed and be kept with their owner at all times.

Service animals must be under the complete control of the ATN PARATRANSIT customer they serve. Service animals cannot occupy seats and must remain on the floor at all times, making sure not to block the aisle, path of travel, access doors, or lift.

Aggressive or dominant behavior of service animals will not be tolerated and ATN Paratransit-service may be refused if a service animal is disruptive.

- **Wheelchair Transfer**

Customers who may wish to transfer from a wheelchair to a seat must be booked as wheelchair customers. Drivers must secure all wheelchairs and cannot “fold and stow” wheelchairs on the vehicle. Additionally, due to capacity constraints, customers may be required to ride in their wheelchairs instead of transferring to seats. ATN drivers do not assist with transfers.

FTA Contact Information:

Call the Federal Transit Administration Monday through Friday between 8:30 AM and 5:00 PM EDT

(5:00 AM and 2:30 PM PDT) excluding Federal Holidays..... **202-366-4043**

DOT General Information

Main Switchboard is available Monday through Friday between

8:00 AM and 5:30 PM EDT (5:00 AM and 2:30 PM PDT)

excluding Federal Holidays..... **855-368-4200**

Website: www.transit.dot.gov

U.S. Department of Transportation Federal Transit Administration, East Building

1200 New Jersey Ave, SE, Washington, DC 20590

TTY 800-877-8339

Voice 866-377-8642

VCO 877-877-6280

ATN PARATRANSIT FORMS

Dear Applicant:

The Americans with Disabilities Act of 1990 (ADA) is a civil rights bill that prohibits discrimination against people with disabilities. The intent of the ADA is to ensure that persons with specific disabilities have equal access to public transportation. In accordance with the ADA, Anaheim Transportation Network must provide a variety of services, including paratransit service. Paratransit service is a specialized service providing a door-to-door shared ride for eligible individuals with disabilities who are unable to use the regular fixed-route bus service. ATN is required to determine the eligibility for paratransit service for individual applicants. Categories of eligibility for ATN Paratransit service are as follows:

- Persons who are unable to board, ride, or disembark from a fixed-route bus on the system which is readily accessible to and usable by individuals with disabilities.
- Persons who need the assistance of a wheelchair lift/ramp or other boarding assistance device and are able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.
- Persons with specific impairments who cannot travel to a bus stop to board the fixed-route bus, or travel to their final destination after disembarking from the fixed-route bus. If you believe your disability may fit into one of the categories described above, you must apply for certification by completing the attached "Paratransit Application" form.

Eligibility Review and Determination Process

ATN Paratransit- will review applications for completeness. Incomplete applications will be returned to the applicant with an explanation of the missing information.

Upon receipt by ATN Paratransit-, completed applications will be date stamped. ATN Paratransit may confirm your registration for ADA service with other transit agencies.

ATN Paratransit-will determine eligibility within 21 days of receipt of a complete application. If approved, the applicant will be notified in writing and eligibility will be granted for a period of three years. After three years, applicants must reapply. Eligible applicants will receive an identification card and will be given materials explaining the rules and regulations governing service.

If eligibility is denied, ATN Paratransit will send a written statement, including the reason for ineligibility and a full description of ATN Paratransit process for appeal of the determination.

If ATN Paratransit does not make a determination within 21 days, the applicant will be given presumptive eligibility and be allowed to ride paratransit service until such time as a determination is made. Please note, the submission of this application does not guarantee eligibility.

The following materials are enclosed to assist you with the application process:

- Attachment 1: Application Form
- Attachment 2: Paratransit Rider's Guide

If you are eligible for ATN Paratransit, you will be mailed determination letter within 21 days of the receipt of your complete application. If you are not eligible, you will be mailed a determination letter within 21 days of receipt of your complete application. The letter will explain the reason why you are not eligible and will advise you of the procedures to follow if you wish to appeal. Incomplete applications will be returned to the applicant with an explanation of the missing information. If for any reason you are not contacted within 21 days of applying, you will be entitled to receive ATN Paratransit service until you receive a final determination on your application.

If you have any questions or need help completing the application, please call the number below or write to the address below.

Anaheim Transportation Network
Re: ADA Paratransit Service
1354 South Anaheim Boulevard
Anaheim, CA 92805

Thank you for your interest in ATN Paratransit service.

ATN PARATRANSIT APPLICATION

APPLICANT INFORMATION		Please write or type
Last Name:	First Name:	Middle Initial:
Street Address:		
City:	State:	ZIP Code:
Telephone (Day):	Telephone (mobile):	
Email (Optional):		
Date of Birth (mm/dd/yyyy):	Sex: Male <input type="checkbox"/> Female <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other (please specify) _____	
Language (ability) Check all that apply:		
Do you Use a Mobility Device? Wheelchair <input type="checkbox"/> Scooter <input type="checkbox"/> Walker <input type="checkbox"/> Other _____		
EMERGENCY CONTACT INFORMATION		
Full Name:		
Telephone (Day):	Telephone (mobile):	
Relationship to Applicant:		
Check the transit agency below that has certified you as an ADA paratransit rider: <div style="list-style-type: none; padding-left: 20px;"> <input type="checkbox"/> Los Angeles County, Access Services <input type="checkbox"/> Orange County, OCTA ACCESS <input type="checkbox"/> San Bernardino County, OMNIACCESS <input type="checkbox"/> San Diego County: NCTD Lift <input type="checkbox"/> Riverside County: RTA ADA Dial-A-Ride </div>		
I have reviewed all the information contained in this application. I certify that all the information is true and correct to the best of my knowledge and ability. I understand that falsification of information may result in denial of service. I understand that only certain information may be kept confidential.		
APPLICANT SIGNATURE:		DATE:

ATTACHMENT B: ATN ADA PARATRANSIT RIDER'S GUIDE



ADA Paratransit Rider's Guide

Original Approval
Updated
Updated
Updated

July 2012
March 2015
May 2019
January 2021



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Information found about this Rider’s Guide can be provided in an alternative format, such as, Braille and audio, upon request. Please contact an ATN Paratransit Customer Service at **714-462-4703** or by email at info@atnetwork.org. ATN Paratransit will do its best to provide the requested alternative format within a reasonable time.



Contact Directory

For any comments, questions, or additional information regarding ATN Paratransit or ATN fixed-route service please contact ATN. If you leave a voice message, a representative will call you back during regular business hours.

Anaheim Transportation Network (ATN)

714-462-4703

- ATN Paratransit Eligibility & Customer Service – 8 AM to 5 PM
- TDD[†]:
- ATN Fixed Bus Route Information* – 7 AM to 8 PM
- Lost & Found – 8 AM to 8 PM

Dial 711

888-364-2787

info@atnetwork.org

*Reduced Fare for ATN fixed-route service is available to ATN Paratransit customers

[†]for dialing from a Telecommunications Device for the Deaf or hearing impaired.

California Department of Aging

800-510-2020

- Information on Services for Older Adults

City of Anaheim Senior Mobility Program

714-765-4511

The Senior Mobility Program (SMP) offers transportation alternatives for seniors over 65 years of age in addition to local fixed-route buses or ATN Paratransit services.

Please contact the City of Anaheim at the phone number provided above to determine your eligibility through the link provided below:

<http://www.anaheim.net/1638/Senior-Wheels-Transportation-Program>

OCTA OCAccess Program

877-628-2232

OC Paratransit program is available to all qualified Orange County residents. More information about the OC Paratransit program and eligibility information is available at:

<http://www.octa.net/Bus/OC-PARATRANSIT-Service/Overview/>



Additional Telephone Numbers

ATN Fixed-Route Bus and Fare Information **888-364-2787**

CONTACT HOURS: **7 AM to 5 PM**

*Reduced fixed-route fare available for ATN Paratransit customers

Please see for more information. ATN Fare Policy is available at www.RideART.org/fares-and-passes/

ATN Paratransit Customer Service Line **714-462-4703**
TDD **711**

CONTACT HOURS: **8 AM to 5 PM**

Please call ATN's
Customer Service at
714-462-4703 you
have any comments
or questions

ATN Lost and Found **888-364-2787**
HOURS: **8 AM to 5 PM**

If you leave a voice message, a representative will call you back during regular business hours.

Office on Aging **800-510-2020**
Information on Services for Older Adults

City of Anaheim Senior Mobility Program **714-765-4511**

The Senior Mobility Program (SMP) offers transportation alternatives for seniors over 65 years of age in addition to local fixed-route buses or ATN Paratransit services. Please contact the City of Anaheim at the phone number provided above to determine your eligibility through the provided link: <http://www.anaheim.net/1638/Senior-Wheels-Transportation-Program>

OCTA OCAccess Program **877-628-2232**

OC Paratransit program is available to all qualified Orange County residents. More information about the OC Paratransit program and eligibility information is available at:

<http://www.octa.net/Bus/OC-PARATRANSIT-Service/Overview/>



ATN PARATRANSIT HOURS

Monday through Friday ♦ 8:00 AM until 5:00 PM

ATN PARATRANSIT is provided within 3/4 mile of, and during similar hours as, ATN's regular fixed-route service (per the Department of Transportation's (DOT) Rules and Regulations, 49 CFR, part 37.131(a)).





How to get ATN Paratransit Passes

Purchase ATN Paratransit Passes in-person:

- At ATN window at ARTIC
2626 E. Katella Ave., Anaheim CA 92806
Location: Inside the station at the "Bus Tickets & Information" window
- 8 AM to 4 PM
Monday through Sunday

Payments Accepted: Cash, American Express, Visa, or MasterCard credit or debit cards.

Order by phone:

- 8 AM to 5 PM Daily **714-462-4703**
-
- Acceptable forms of payment include American Express, Visa or MasterCard Debit or credit cards.

Order Online:

24 hours a day at www.rideART.org

- Acceptable forms of payment include American Express, Visa, or MasterCard debit or credit cards.

*Orders Placed online or by phone are subject to shipping and handling charges. ATN encourages you to purchase bus passes and your ATN Paratransit Coupons through mobile app.

Download a Mobile Application:

ATN Paratransit Passes are available at the following mobile applications:

TokenTransit

TripShot

RideArt

Available at Apple Store and Google Play



INTRODUCTION TO ATN PARATRANSIT

What is ATN Paratransit?

ATN Paratransit is a shared-ride service for people who are unable to use the regular fixed-route Anaheim Resort Transportation (ATN) bus service because of a disability. ATN Paratransit customers must be certified by ATN as meeting the American with Disabilities Act (ADA) eligibility criteria. ATN defines eligibility is based on the person's individual functional abilities and limitations, not a specific age, diagnosis, or disability. A person may be eligible for ATN Paratransit service if the person is:

- Unable to board or exit a fixed-route bus; and/or
- Unable to get to or from a bus stop due to physical and/or environmental barriers: and/or
- Unable to understand how to ride the bus due to a cognitive disability.

ATN Paratransit is provided within 3/4 mile of, and during similar hours as, ATN's regular fixed-route service (per the Department of Transportation's (DOT) Rules and Regulations, 49 CFR, 37.131[a]).

To ease customer eligibility process, ATN accepts all eligible OC Paratransit clients who have their certification from:

Los Angeles County	Access Services
Orange County	OCTA ACCESS
San Bernardino County	OMNIACCESS
San Diego County	NCTD Lift
Riverside County	RTA ADA Dial-A-Ride

In addition, ATN provides a guest eligibility program for all visitors to Anaheim for 30 days. Please review information on Page 15.

ATN Paratransit Certification Process

ATN, given its limited geographic operating sphere, eased strict ADA guidelines by allowing all current eligible OCTA OC Paratransit participants, to use ATN Paratransit services.

ATN established its own certification process which consists of verification of existing certification from a public transit agency, or a completed application and an in-person assessment. Customers using a mobility device should bring it to the assessment. ATN Paratransit service can be used to and from the assessment, upon request. ADA paratransit service is not intended to be a comprehensive system of transportation for individuals with disabilities, and simply having a disability or multiple disabilities does not, in and of itself, entitle a person to ride. A functional ability analysis is performed to determine whether you qualify for ADA paratransit services.

**To schedule an ATN
Paratransit in-person
assessment call
(714) 462-4703**



ADA PARATRANSIT INFORMATION FOR VISITORS

Visitor Certification

ATN Paratransit will provide paratransit service to eligible visitors traveling within ATN service area from other regions.

- Individuals may use the service if they are unable to use Paratransit, fixed-route transportation services due to disability-related functional limitations.
- In order for visitors to receive eligibility for ATN Paratransit service, they must provide documentation from their home jurisdiction.
- Self-Certifications – if the individual has no such documentation (of ADA paratransit eligibility), then the individual is to provide documentation of residence outside of Anaheim and, if the individual's disability is not apparent, proof of the disability. Acceptable proof of disability includes a letter from a doctor or the visitor's statement of inability to use the fixed route system.
- For more information about the ATN Paratransit visitor policy, or to become a registered visitor in Anaheim, please call 888-364-2787 or by Text Display Device at 711.

Visitor Policy

POLICY: ATN Paratransit will provide complementary paratransit service to eligible visitors from outside of Anaheim throughout the same period of ADA paratransit certification as in their county of residence.

PROCESS: Individuals from outside Anaheim will be served by ATN Paratransit services as ADA eligible visitors if they are unable to use Paratransit, fixed route transportation services due to disability-related functional limitations.

According to ADA regulations, an individual residing outside of Anaheim is eligible for complementary paratransit service as a visitor:

- A. If the individual presents documentation of ADA paratransit eligibility from their home jurisdiction in Orange County, CA
- B. If the individual has no such documentation (of ADA paratransit eligibility), then the individual is to provide documentation of residence outside of Orange County and, if the individual's disability is not apparent, proof of the disability. Acceptable proof of disability includes a letter from a doctor or the visitor's statement of inability to use the fixed route system
- C. ATN Paratransit should provide visitor status within 24 hours upon receiving such request.



All calls made by ADA eligible visitors to trip reservations/scheduling staff will be referred by the reservationist to the ATN Paratransit at 888-364-2787 (or Text Display Device service at 711).

- A. The visitor is to contact ATN Paratransit eligibility section by phone, mail, fax, or Text Display Device to obtain information about ATN paratransit and procedures for applying as an ADA eligible visitor.
- B. The visitor must provide information verifying eligibility as an ADA eligible visitor for ATN Paratransit.
 1. his process requires that the individual provide basic identifying information such as documentation of ADA certification from elsewhere, or evidence of disability as described in procedures A and B above
 2. Trips made by ADA eligible visitors may be arranged prior to arrival or during their time here; this includes providing documents proving the ADA eligible visitors' eligibility as well as the expected dates of ATN Paratransit use.
 3. ATN Paratransit Eligibility will process the individual's request so the visitor, if determined to be eligible, can promptly be provided ADA Eligible visitor status.
- C. The visitor will be notified of the determination regarding status as an ADA eligible visitor. If determined eligible, ATN paratransit will provide the "Rider's Guide" and information on how to use the ATN Paratransit service.

How to Request a Ride

Once certified, individuals must schedule a ride at least one day prior to the day of the trip. Customers may schedule rides **up to 3 days** in advance.

ATN Paratransit encourages customers to provide as much advance notice as possible (within the 3 days) to allow for more efficient service.

ATN Paratransit reservation requests are taken Monday through Sunday from 8:00 AM to 5:00 PM. Please call 714-462-4703 to request a ride.

Tips for Requesting a Ride:

When calling to request a ride, please have the following information ready for the operator:

- ATN or OCTA PARATRANSIT identification number
- Travel date
- Pick-up address (This must be the exact city, street address and cross streets)
- Destination address (This must be the exact city, street address and cross streets)



- The time that you would like to be **picked up** from your pick-up address (e.g. from home) **or** the time that you would like to **arrive at** your destination (e.g. doctor's office). You may not request both a pick-up time and an arrival time. You may choose one or the other.
- Type of mobility aid you will have, if any (such as a walker, wheelchair, or service animal)
- If you will be traveling with a Personal Care Attendant
- If you will be traveling with a companion

ONE companion may accompany you on each trip at no additional cost

Additional companions may be accommodated on a space available basis

Additional companions cannot be guaranteed

Companions are required to pay the full per-trip ATN Paratransit fare

You should also have pen and paper handy to write down your reservation date and 30-minute window of your pick-ups.

Even if all you need to do is drop something off or pick something up, the driver is not able to wait for you. You will need to schedule two separate trips on ATN Paratransit.

ATN Paratransit Online Booking

This new online system gives you another option to book, cancel, or check your ATN Paratransit rides from anywhere using your computer, smart phone, or tablet.

To launch the online booking system, log in from your computer, smart phone, or tablet.

When using the Mobile System, You Can:

- Book subscription trips
- Log into the system anytime to book rides with two or three days in advance
- Cancel your previously booked trip
- Check on your rider
- Review previously booked trips
- Add restrictions (such as Do Not Leave Alone)
- Change or Add Mobility devise



SERVICE INFORMATION

Negotiating Trip Times

ATN Paratransit is not always able to assign customers the exact pick-up or arrival time that they request. The ADA allows for a negotiated pick-up time within one hour before or after the requested trip time. ATN Paratransit makes every effort to offer trip times as close as possible to those requested.

Travel Time

ATN Paratransit is comparable to the level of service and ride time provided on ATN's fixed-route as required by the Department of Transportation's (DOT) Rules and Regulations, 37.121.

When planning your trip, please be aware that your ride will be shared with other ATN Paratransit customers. Since ATN Paratransit is a shared ride service, other passengers may be picked up or dropped off before you.

**You must be
ready & waiting
in a visible location at the
start of the
30-minute pick-up
window**

Vehicle Arrival

The reservation operator will quote you a 30-minute pick-up window (for example: 10:00 AM – 10:30 PM). The vehicle may arrive at any time within the 30 minutes quoted.

Upon vehicle arrival, the driver will wait five minutes. If you are not

at the scheduled pick-up location within the five minutes, the driver will mark you as a no-show.

If the driver arrives before your pick-up window, and you are ready and would like to go at that time, you may do so; however, the driver will not mark a customer as a no-show prior to the start of the pick-up window.

Checking on your Ride

If your ride does not arrive in your pick-up window, you may call to check its status at 714-462-4703.

***PLEASE DO NOT CALL
TO CHECK ON YOUR RIDE UNTIL YOUR
PICK-UP WINDOW TIME HAS EXPIRED***

Vehicles used for ATN Paratransit service include small buses.

Cancelling a Ride

ATN Paratransit trips must be cancelled at least one hour before the pick-up time.

If you are unable to take a scheduled trip, please cancel your ride by calling ATN Paratransit as soon as you know that you will not need the trip. The earlier you notify ATN Paratransit of your cancellation; the more efficient ATN Paratransit service can be when scheduling trips for others.

To cancel a requested ride, please call 714-462-4703.



ATN PARATRANSIT FARES

Payment of Fares

Eligible customers must pay their fare when boarding the vehicle. The exact fare must be paid in cash, coupons, mobile/digital tickets, or any combination equal to the fare. Driver do not make change.

Customers without the proper fare **will not be transported** and will be marked as no-shows. Please see ATN Paratransit No-Show and Late Cancellations Policy.

Curb-to-Curb

ATN Paratransit service is \$8.00 per passenger for each one-way trip

Standard Service

Curb-to-Curb

The base fare for ATN Paratransit service is \$8.00 per passenger for each one-way trip.

The standard ATN Paratransit fare is for curb-to-curb service. If you require a reasonable modification for service beyond the curb, please notify the reservation operator when making the trip reservation.

ATN may grant a timely request for a reasonable modification provided that the request:

- Is within the power of ATN
- Will not fundamentally alter the nature of its services
- Will not constitute a direct threat to the health and safety of others
- Will not require the commission of an illegal act

Requesting a Reasonable Modification:

- Rider requests reasonable modifications for an ATN Paratransit-eligible customer, where feasible, shall be made when making the trip reservation
- Riders may request a reasonable modification at the time of service
- When requesting a reasonable modification, riders should be as specific as possible and identify the need, based upon their disability for the requested modification
- Reasonable modification will be provided at no additional cost

ATN will make reasonable modifications to its policies, practices, and procedures, where necessary, to avoid discrimination on the basis of disability or where the individual with a disability would otherwise be unable to use ATN services, programs, or activities.

ATN may deny requests for reasonable modifications if:

- The requested modification is unnecessary for the requestor to be able to fully utilize the service
- The requested modification would result in a direct threat to the health and safety of others
- The requested modification would result in a fundamental alteration of ATN fixed route or ATN Paratransit service
- For safety reasons, a reasonable modification for door service is NOT available when any of the following conditions exist:



- Driver would lose sight of the vehicle
- Locations involves steps or stairs
- Assistance by the driver may harm the customer, driver, or both

ATN may refuse to provide service to any passenger who engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

Fixed-Route Reduced Fares

ATN Paratransit customers and Personal Care Attendant assisting ATN Paratransit customers may ride fixed-route local bus service for a fare of \$1.50 per boarding, per person.

- The price of Senior/Disabled Day Pass is \$2.50
- For more information, please call the ATN at 888-364-2787
- All ATN fixed-route services are available and accommodated all persons with disabilities

Fare Policy

- Please remember that eligible passengers must pay their fare when boarding the vehicle. The current base fare for ATN Paratransit is \$8.00
- The correct fare must be paid in cash, coupons or via a cashless payment method
- ATN Paratransit customers must pay the exact fare as drivers are unable to provide change
- Passengers without the correct fare will not be transported and will be marked as no-shows
- Customers who establish a “pattern and practice” of not paying the correct fare upon boarding may have their service suspended

Personal Care Attendants (PCA)

One Person Care Attendant (PCA) may ride free when accompanying an ATN Paratransit customer

Companions

One companion in addition to a PCA is permitted to accompany an ATN Paratransit-eligible customer. Additional companions may be booked on a space available basis; however, the ride cannot be guaranteed. One PCA is allowed on ATN Paratransit service free of charge. Each additional PCA companion is required to pay the full per trip ATN paratransit fare.

NOTE: Whenever a customer is going to be accompanied by a PCA, companion, child, or service animal, the person scheduling the ride must inform the reservation operator at the time the ride request is made to ensure that space is available in the vehicle

Children

Up to three children, five-years old and younger, may ride free with each ATN Paratransit-certified, fare-paying customer. For children requiring a car seat or booster seat, as required by California law.



Subscription Information

Subscription service may be available for customers who travel consistently on (a) specific day(s) of the week, at the same time, to and/or from the same destination. The purpose of subscription service is to enable ATN Paratransit to create efficient routes for customers who have similar travel patterns. As a result, customers who are granted subscription service can enjoy the convenience of having their trips automatically scheduled without having to call an ATN Paratransit reservation operator to schedule each trip.

- ATN Paratransit complies with federal regulations regarding the total number of subscription trips scheduled
- A request for subscription service is not automatically filled. Subscriptions will be offered on a space available basis, based on vehicle routing and customers must have a consistent travel history without excessive cancellations and/or no-shows
- When a subscription is requested, ATN Paratransit schedulers will negotiate within the ADA guidelines to arrange effective and efficient service for all customers
- Subscription customers temporarily suspending their services for periods of one month or more will lose their subscription service. Once a subscription is lost, any future requests for subscription service are treated as new requests
- If a customer requests changes to his/her subscription service, it will be evaluated as a new request
- All required ATN Paratransit fares must be paid for subscription trips
- If you are unable to take a scheduled trip, please cancel the trip as soon as you are aware you cannot make the trip. Please see page 5 for "Cancelling a Ride"

Subscription Service: No-Shows

Customers with a pattern or practice of no-shows and/or late cancellations will lose their subscription service. Please see the No-Show and Late Cancellation Policy



ATN PARATRANSIT RULES & REGULATIONS

Penalties for Excessive Subscription Service No-Shows

Customers with subscription service will follow the same No-Show and Late Cancellations Policy as ATN Paratransit customers scheduling individual trips.

No Show & Late Cancellation Policy

Each verified no-show (or late cancellation) counts as one no-show. Customers may be suspended after they meet all the following conditions:

- Accumulate three or more no-shows in one calendar month
- Have booked at least ten trips that month
- Have “no-showed” or “late cancelled” at least 10% of those trips

First offense	7-day suspension
Second offense	14-day suspension
Third offense	21-day suspension
Fourth offense	28-day suspension

A warning letter will be sent to the customer after meeting all the above conditions for that same month, to remind and inform the customer of the no-show policy and appeal process and that their ATN Paratransit privileges are in jeopardy of being suspended. The No-Show suspension policy dictates the following outcome within a 12-month period:

Purpose

The purpose of the No-Show and Late Cancellation Policy is to:

- Define the timeframes for scheduling and/or canceling a trip
- Define a no-show
- Define a late cancellation
- Specify the penalties to be imposed for excessive no-shows and late cancellations
- Outline the no-show and late cancellation appeals process

Background

The Americans with Disabilities Act (ADA) of 1990 requires a provider of fixed-route transportation to the general public to also provide complementary paratransit service to a person whose disabilities preclude him/her from using the fixed-route bus service. Section 37.125(h) of the ADA regulations allows paratransit service to be suspended for a customer who establishes a “pattern or practice” of missing scheduled trips.

If the customer is not at the scheduled pick-up location at the scheduled time, the driver will wait for five minutes before marking the customer a no-show.



Definition of a Late Cancellation:

A late cancellation is defined as a trip that is cancelled less than one hour before the scheduled pick-up time.

If an ATN Paratransit customer cancels late for the first part of a round trip, ATN Paratransit is not allowed to automatically cancel the return trip. Failure to cancel one hour in advance of the scheduled return trip will be considered a late cancellation. Excessive late cancellations and no-shows may result in suspension of service (Please see the Warnings, Penalties and Appeals Process).

Definition of a No-Show

- A customer missing a scheduled trip
- A customer cancelling a ride with a driver upon arrival of a vehicle
- A person care attendant or agency representative (including a job coach) failing to receive the customer upon arrival at the destination if the customer is not to be left unattended

If there is no response to the intent to Suspend Letter within fifteen (15) days:

Action taken:

A Final Suspension Letter will be sent to the Customer's address of record

ATN Paratransit will provide thirty (30) days from the date of the Final Suspension Letter to allow the customer to make alternative transportation arrangements

Please see the No Show and Late Cancellation Requests/Appeals for more information.

No-shows and late cancellations will be tracked each month. However, it is the customer's responsibility to track his/her late cancellations and no-shows to ensure that they are kept within an acceptable level. It is also the customer's responsibility to ensure that ATN Paratransit is properly informed of any change in mailing address to ensure all

No-Show and Late Cancellation Requests/Appeals

If a customer's no shows or late cancellations exceed 10% of their overall scheduled monthly trips and he/she has accrued three (3) or more no-shows or late cancellations in a calendar month and receives a notice of suspension, the suspension may be appealed with a formal appeals board.

Complete information about the appeals process will be included with service suspension letter. The customer will have 15 days to appeal the suspension and will receive notification within 30 days of the appeal decision before a suspension takes effect.



Subscription Service Suspension

The No-Show and Late Cancellation Policy applies to all ATN Paratransit customers including those who receive subscription service.

If a subscription customer receives two (2) service suspensions in a floating 12-month period, the subscription will be cancelled. The customer will still be able to schedule trips on ATN Paratransit when the second suspension is over; however, the subscription will be cancelled, and the customer will be required to call ATN Paratransit to book all future trips.

Customer Conduct Policy

To help ensure the safety, security, and comfort of our ATN Paratransit customers, violent, illegal, or disruptive conduct is not allowed aboard the vehicle. ATN has developed policies for handling customers who conduct interferes with the safe operation of ATN Paratransit vehicles. If a driver reports inappropriate behavior by customer (or parent, care provider, etc.), and the conduct continues to interfere with the safe operation of an ATN Paratransit vehicle, a service suspension may occur. ATN Paratransit will work with parents, care providers, school or employment personnel, or anyone immediately involved with the customer to educate that customer on appropriate behavior aboard public transportation. Hazardous materials, weapons of any kind, explosives, corrosive liquids, and flammable materials are not allowed on any ATN Paratransit vehicle.

Service Suspension

All incident will be investigated completely, upon determination of outcome, the following service suspension may apply:

First offense – depending on the severity of the offense, it may warrant a verbal/written warning or a 7-day service suspension

Second offense – 14-day suspension

Third offense – 21-day suspension

Fourth offense – 28-day suspension, maximum

Refer to ATN's customer conduct policy at the following website www.rideART.org

For Your Safety

- **Child Protection Policy** – A responsible adult must accompany children five years old or younger. If the child five years or under is the eligible customer, the responsible adult may ride free as the Personal Care Attendant.
- **Child Seatbelt Law** – Children must ride properly buckled in the vehicle's back seat in a car seat or booster seat until they are eight years of age or at least 4'9" tall per California law. ATN Paratransit does not provide car seats or booster seats. The driver can assist customers with installing a car seat or booster seat upon request.



- **Customers Requiring Supervision** – If no one is present to receive a customer who is unable to be left unattended, the customer may be transported back to their pick-up address. Additionally, adult or child protective services may be notified.
- **Medications and Other Medical Needs** – Customers who require medication or oxygen at regular intervals should be advised that their travel time could be up to 90 minutes or longer due to factors outside ATN Paratransit control including traffic, weather conditions, or length of trip.

ATN Paratransit will carry a wheelchair and occupant if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements
- **Mobility Devices** – Customers with scooters are advised to transfer to a seat in the vehicle. Brakes must be in good working condition in order to transport safely, no exceptions

To assist in providing quality service, we keep record of the mobility device used at your in-person assessment. If you change your mobility device, you must call ATN Paratransit Eligibility at 714-462-4703 to alert us to this change.
- **Packages** – Customers are limited to two packages the size of a grocery bag and may use small shopping carts to transport their items. Drivers are not required to assist customers with packages or shopping carts.
- **Personal Hygiene** – Customers must maintain an acceptable standard of cleanliness, exposed body fluids and/or bloodborne pathogens are not permitted.
- **Seat Belts** – Customers utilizing paratransit service are required to use lap and shoulder belts for their safety
- **Service Animals**
 - Service animals must be leashed or harnessed and be kept with their owner at all times
 - Service animals must be under the complete control of the ATN Paratransit customer they serve
 - Service animals cannot occupy seats and must remain on the floor at all times, making sure not to block the aisle, path of travel, Paratransit doors, or lift
 - Aggressive or dominant behavior of service animals will not be tolerated, and ATN Paratransit service may be refused if a service animal is disruptive
- **Wheelchair Transfer** – Customers who may wish to transfer from a wheelchair to a seat must be booked as wheelchair customers. Drivers must secure all wheelchairs and cannot “fold and stow” wheelchairs on the vehicle. Additionally, due to capacity constraints, customers may be required to ride in their wheelchairs instead of transferring to seats.

ATN drivers DO NOT assist with transfers



FTA Contact Information:

Call the Federal Transit Administration

Monday through Friday between 8:30 AM and 5:00 PM EDT

(5:00 AM and 2:30 PM PDT) excluding Federal Holidays 202-366-4043

DOT General Information

Main Switchboard is available Monday through Friday between

8:00 AM and 5:30 PM EDT (5:00 AM and 2:30 PM PDT)

excluding Federal Holidays. 855-368-4200

Website: www.transit.dot.gov

U.S. Department of Transportation

Federal Transit Administration, East Building

1200 New Jersey Ave, SE, Washington, DC 20590

TTY..... 800-877-8339

Voice 866-377-8642

VCO 877-877-6280

**For questions or additional information about PARATRANSIT service please
contact ATN PARATRANSIT at 714-462-4703**

We Look forward to serving you