



Title VI Plan



Transportation Services provided by Anaheim Transportation Network

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RideART.org

All routes begin and end at Disneyland® Main Transportation Center

Adopted: July 25, 2012
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June 6, 2018
January 27, 2021

- | | | | | | |
|------------------------------|-------------------------------|---------------------------------------|--------------------------|------------------------------|------------------------------|
| ● Anaheim Canyon Station | ● Anaheim Police Department | ● Cambria Hotel | ● GardenWalk | ● Harbor & Katella | ● Springhill Suites Maingate |
| ● Anaheim City Hall | ● Anaheim White House | ● Center Street Promenade | ● L.A. Convention Center | ● Holiday Inn Hotel & Suites | ● State College & La Palma |
| ● Anaheim Convention Center | ● ARTIC (Bus Boys 8, 12 & 13) | ● Clarion Hotel | ● L.A. Convention Center | ● Kaiser Permanente | ● Staybridge Suites |
| ● L.A. Convention Center | ● Ball Rd at East Pl | ● Four Points by Sheraton | ● Harbor RV Park | ● La Palma Ave at Miller St | ● SunCoast Park Hotel |
| ● L.A. Grand Plaza | ● Best Western Plus Raffles | ● Garden Grove Entertainment District | ● Harbor & Katella | ● Olive St & Vermont Ave | ● US Postal Service CoCo |
| ● Anaheim Beachline District | ● Best Western Staywell Inn | | ● OC Social Services | ● Woodhams Garden | |



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INTRODUCTION

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

PURPOSE

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

Consistent with its commitment to meet FTA regulatory requirements, ATN updates and submits its Title VI Plan, on a triennial basis, to Orange County Transportation Authority (OCTA) in compliance with FTA regulations. ATN Title VI Plan submitted its update Title VI Plan to OCTA on January 27, 2021.

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

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

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

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

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

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



SECTION 1 - GENERAL REPORTING

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

PROCEDURES FOR FILING CIVIL RIGHTS COMPLAINTS

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

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

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

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

Araceli Castaneda
Human Resources and Training Manager
Anaheim Transportation Network
1354 S. Anaheim Blvd.
Anaheim, CA 92805

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

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

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



necessary, the official will assist the complainant in converting verbal complaints to writing. Translation services will be provided to all complainants, as necessary. All complaints must, however, be signed by the complainants or his/her representative.

RACIAL COMPOSITION OF MEMBERSHIP OF NON-ELECTED BOARDS

ATN does not have non-elected advisory boards.

LIST OF LAWSUITS & COMPLAINTS

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

CIVIL RIGHTS COMPLIANCE REVIEW ACTIVITIES

As required by 49 U.S.C.5307(l), the FTA conducts a triennial compliance review, including Title VI. As designated recipient of federal funds, OCTA conducts periodic compliance reviews of ATN operations, including Title VI.

TITLE VI CERTIFICATIONS & ASSURANCES

Since 1972, the FTA has required applicants for federal funds to certify compliance with the requirements of Title VI as a mandatory part of the funding approval process. At the start of each fiscal year, ATN shall execute and submit FTA Certifications and Assurances within 90 days of the date a notice of availability is published by FTA in the Federal Register. ATN submits these assurances to OCTA, as designated recipient of federal funds, to convey intent and ability to comply with all applicable provisions, including Title VI. A copy of the 2020 FTA Certification and Assurance is provided as Attachment A.

PROMOTING PUBLIC PARTICIPATION

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

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

DISTRIBUTION OF INFORMATION REGARDING SERVICE CHANGES

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



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

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

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

LIMITED ENGLISH PROFICIENCY

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

ATN pursues this commitment by:

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

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

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

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

LIMITED ENGLISH PROFICIENCY PLAN

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



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

CUSTOMER SERVICE

ATN Customer Service, which manages customer comments by phone, mail, e-mail, online or in person, currently benefit from staff members who speak Spanish. The Customer Service team also utilizes translation services through services such as Google Translate to help meet ATN's needs and abilities to communicate with ATN clientele.

NOTIFICATION OF PROTECTION UNDER TITLE VI

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

It is the policy of the ATN to employ its best efforts to ensure that all programs, service, activities, and benefits are implemented without discrimination, and prohibits intimidation, coercion or engagements and other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI. ATN encourages complaints to be filed with the ATN for resolution, however, complainants are provided with FTA's information as well.

SECTION 2 – DEMOGRAPHICS AND SERVICE PROFILE MAPS

DEMOGRAPHIC DATA AND MAPS

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

DEMOGRAPHICS AND SERVICE PROFILE MAPS

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

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



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

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

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



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

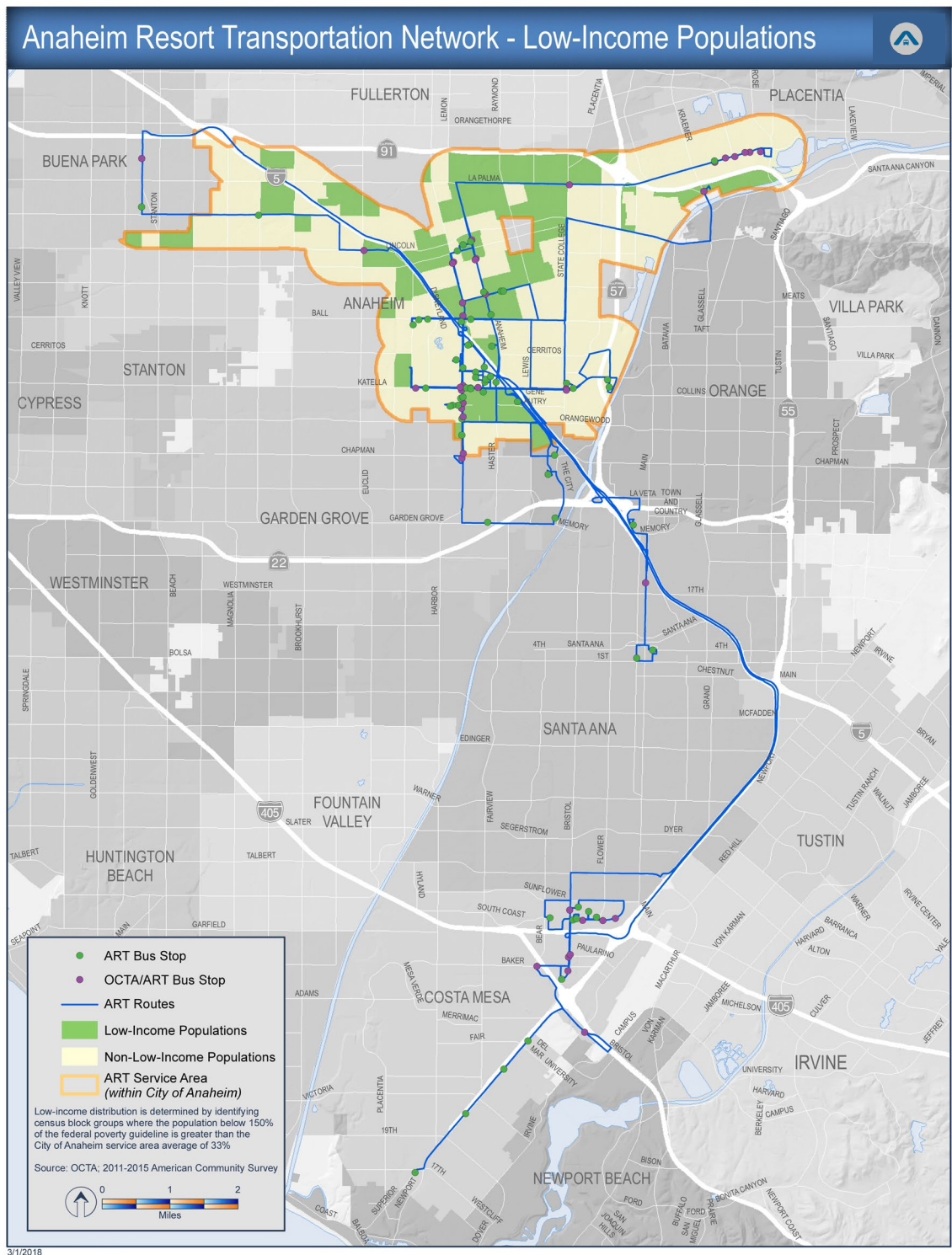




EXHIBIT 2 – ATN TRANSIT RELATED FACILITIES

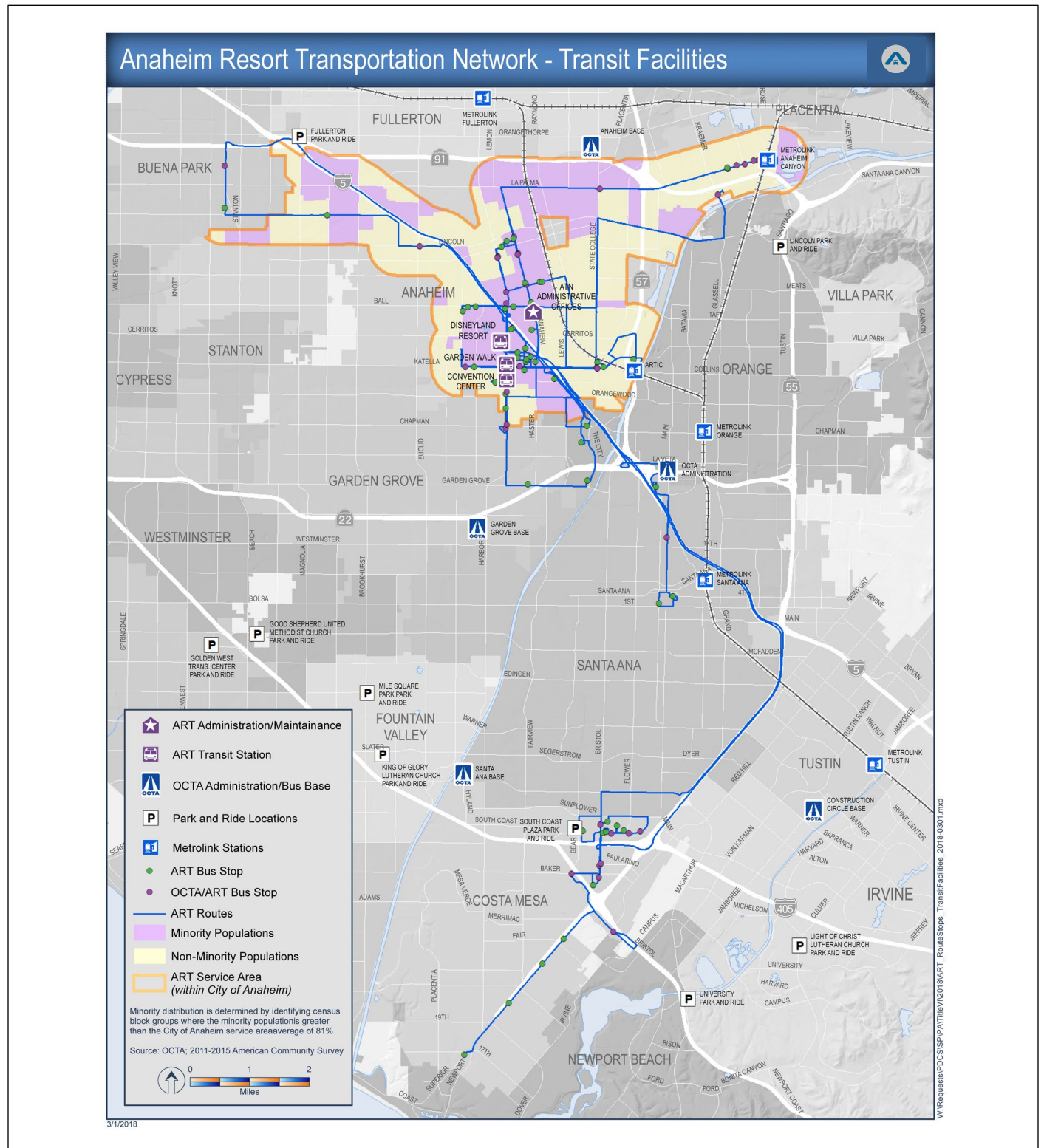




EXHIBIT 3 – ATN MAJOR ACTIVITY CENTERS

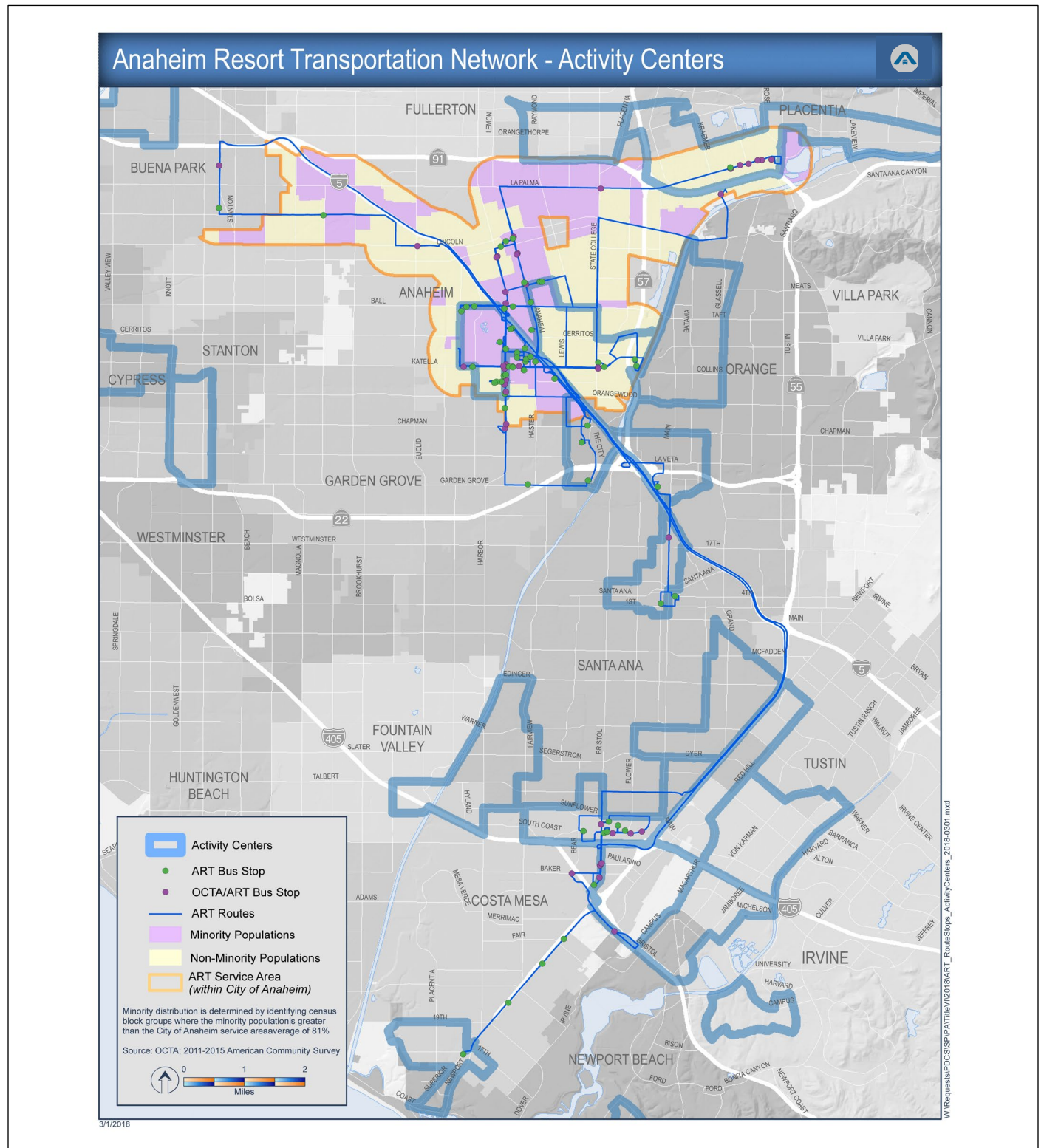
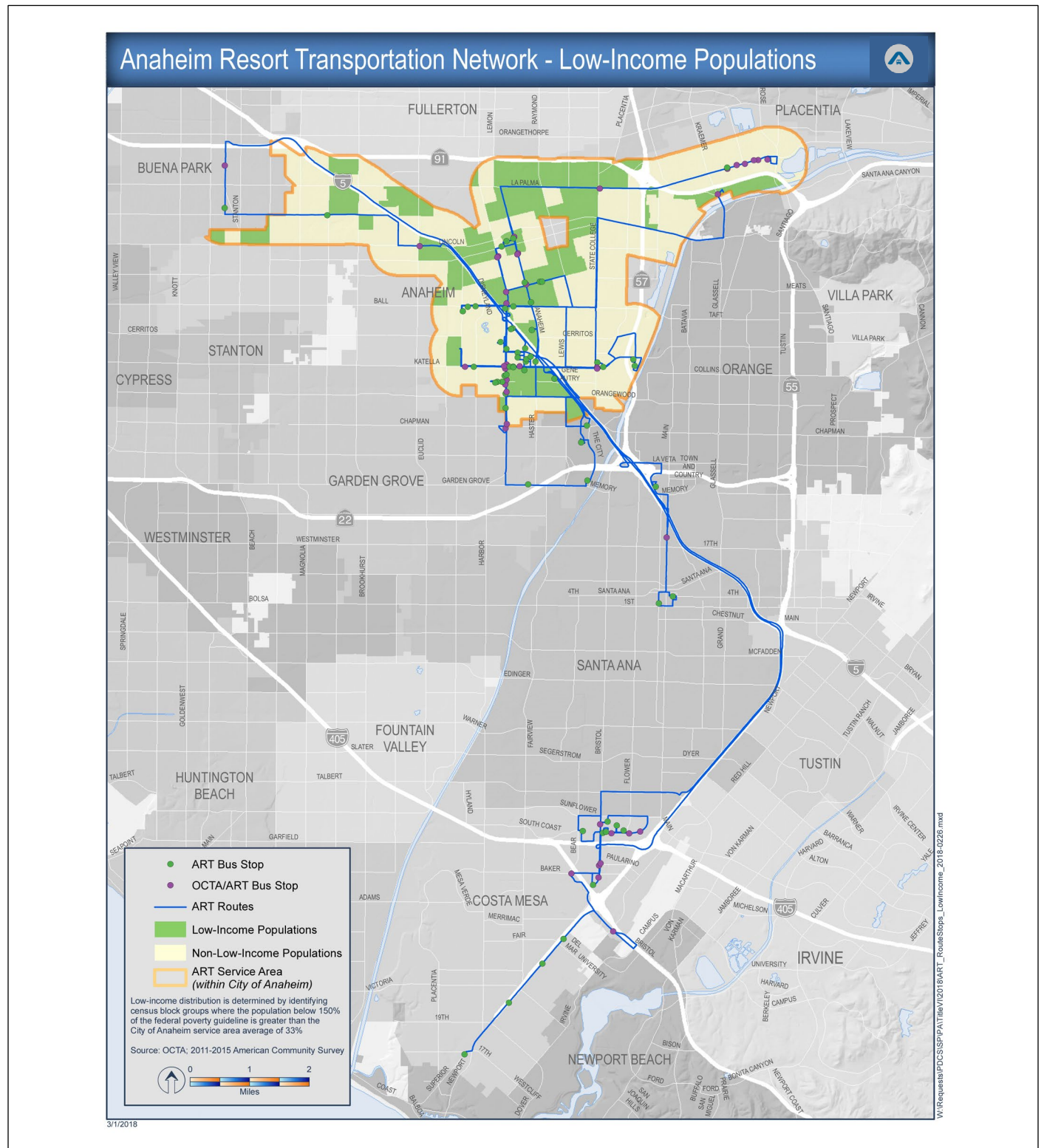




EXHIBIT 4 – ATN LOW-INCOME POPULATIONS





SECTION 3 - SYSTEM-WIDE SERVICE STANDARDS & POLICIES

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

ATN reviewed each service standard to ensure full compliance with Title VI guidelines. ATN's adherence to standards is noted in this section.

VEHICLE LOAD

The ATN's vehicle load standard applies to the maximum number of passengers allowed on a service vehicle to ensure the safety and comfort of customers. The load standard is expressed as the ratio of passengers to the number of seats on the vehicle, and it varies by time of day. ATN passenger standing loads should not exceed 25 percent of seating capacity during any two-hour peak period on individual fixed-route. ATN monitors the system to ensure appropriate allocation of resources on its transit routes. Routes experiencing overloading problems are analyzed and provided with additional vehicle capacity and service frequency to ensure adequate comfort for passengers.

ADHERENCE TO STANDARD: Based on the review of operational report, overloading may, or typically, occurs during evening operations. ATN deploys extra vehicle capacity, floaters, to assist with routes along ART system that experience overloading. Increased system demand occurs on all ATN's ART routes. Field supervisors monitors ART service operations and dispatch, in real-time, floater vehicles to assist with overloading issues.

VEHICLE ASSIGNMENT

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

- Daily anticipated ridership demand on each route
- Percentage loading on the fixed route
- Particular route operating conditions
- Vehicle readiness for service
- Operating schedule

ADHERENCE TO STANDARD: All daily vehicle assignments are made based on the need for service and vehicle availability (based on maintenance needs). Additionally, the entire ATN fleet is within federal standards. All routes are accessible to persons with disabilities. ATN operates its fixed route fleet with environmentally friendly alternative fuels and assigns these buses system wide.



ON-TIME PERFORMANCE

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

ADHERENCE TO STANDARD: ATN monitors on-time performance and provides reports to the Board of Directors. Monitoring occurs based on report provided through the installed GPS and AVL devices against daily schedule. ATN maintains a 95 percent on-time performance ratio.

SERVICE AVAILABILITY

Service availability is a general measure of the distribution of routes within the service area. ATN operates a very compact service operation, with the majority of the routes operating within The Anaheim Resort®, The Platinum Triangle™ and Center City Anaheim. Longer distance routes are designed to connect residents with major employment generators in The Anaheim Resort, Platinum Triangle and Center City Anaheim. Those routes are specifically aligned to travel into residential neighborhoods that do not have existing transit service.

ADHERENCE TO STANDARD: ATN continues to maintain current service availability:

1. Core ART service operates on a 20-minute frequency
2. Toy Story Line operates on a 5-minute frequency
3. Scheduled ART route operated on a printed schedule
4. Free Rides Around the Neighborhood (FRAN) on-demand e-hail neighborhood service

Real-time passenger information systems are available system-wide through Smart Phone Mobile Application (App), system of real-time passenger information signs and lobby scree monitors at private business establishments.

VEHICLE HEADWAY

The ATN Service Standards for vehicle headway is 20 minutes, except for longer distance routes. The average peak headway of all ATN routes is 20 minutes. Pre-COVID-19 thirteen (13) out of 22 routes operate on 20-minute headways. The remaining seven routes operate on a printed fixed schedule and operate hourly or more frequently. In addition, ATN operates commuter service to the Anaheim Canyon Metrolink station. This service operates on printed schedule to accommodate the arrival and departure of Metrolink trains during regulate commuter hours.

An on-demand service, known as Free Rides Around the Neighborhood (FRAN), operate through e-hail application for Center City Anaheim connecting residential areas with civic, essential and entertainment uses. ATN monitors this service to ensure e-hail waiting time does not exceed five (5) minutes. Typical e-hail wait time is under three (3) minutes.



ADHERENCE TO STANDARD: ATN maintained and will continue to maintain current service frequency to meet community's need for transportation and transit services. ATN will also review and evaluate future on-demand transit applications. Real-time passenger information systems are available system-wide through Smart Phone Mobile Application (App), system of real-time passenger information signs and lobby screen monitors at private business establishments.

DISTRIBUTION OF TRANSIT SERVICES AND AMENITIES

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

ADHERENCE TO STANDARD: All ART bus stops are approved by the City of Anaheim. Real-time passenger information systems are available system-wide through Smart Phone Mobile Application (App), system of real-time passenger information signs and lobby screen monitors at private business establishments.

BUS STOPS

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

ADHERENCE TO STANDARD: All ART bus stops are approved by the City of Anaheim. Real-time passenger information systems are available system-wide through Smart Phone Mobile Application (App), system of real-time passenger information signs and lobby screen monitors at private business establishments.

BUS STOP SIGNS

Bus stop signs are installed at city-approved locations and are maintained by the City of Anaheim or adjacent property. There are approximately 72 stops in the system. ATN provides bus stop information at all ART stops. Real-time passenger information systems are available system-wide through Smart Phone Mobile Application (App), system of real-time passenger information signs and lobby screen monitors at private business establishments.

In 2020, ATN completed installation of the smart real-time passenger information system through a network of LED and LCD signs at 25 bus stop locations. Interactive passenger information kiosk signs are slated for installation at the Anaheim Convention Center Grand Plaza and at the Disneyland® Resort Main Transportation Center by Spring 2021.

ADHERENCE TO STANDARD: All ART bus stops are approved by the City of Anaheim. Real-time passenger information systems are available system-wide through Smart Phone Mobile Application (App), system of real-time passenger information signs and lobby screen monitors at private business establishments.

BUS BENCHES

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



- By the local jurisdiction
- By private property owners

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

ADHERENCE TO STANDARD: All ART bus stops are approved by the City of Anaheim. Real-time passenger information systems are available system-wide through Smart Phone Mobile Application (App), system of real-time passenger information signs and lobby screen monitors at private business establishments.

OTHER TRANSIT AMENITIES

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

ADHERENCE TO STANDARD: Even though all ART bus stops are approved by the City of Anaheim, all other transit amenities are approved by the City of Anaheim as part of the development approval process and ATN's Will-Serve processes. ATN works with the City of Anaheim and property owners to plan build and accommodate transit amenities through the planning and construction processes.

PARK-AND-RIDE FACILITIES

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

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

EXHIBIT 5: ATN PARK-AND-RIDE FACILITIES

FACILITY	PARKING SPACES	BUS ROUTES
Disneyland® Resort Main Transportation Center – East Esplanade	N/A	All ATN Service Routes
GardenWalk Transportation Center	1,200	1, 2, 3, 4, 5, 9, 12, 15, 20
Toy Story Transportation Center	3,950	1, 2, 3, 4, 5, 12, 20
Anaheim Regional Intermodal Transportation Center -- ARTIC	1,100	14 & 15
Anaheim Canyon Metrolink Station	452	17



ADHERENCE TO STANDARD: All Park & Ride facilities are approved by the City of Anaheim and their amenities are also approved by the City of Anaheim as part of the development approval processes in coordination with the ATN's Will-Serve procedure.

TRANSIT ACCESS

ATN operates and supports a number of services and programs for special needs communities. ATN entered into a cooperative agreement with OCTA to provide complementary demand response services to accommodate seniors and persons with disabilities. This service, known as ACCESS, is provided by OCTA throughout Orange County, and includes ATN's service area, within $\frac{3}{4}$ mile of existing fixed routes to comply with the Americans with Disabilities Act (ADA).

The following provides a brief description of the contracted services:

ACCESS SERVICE

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

ATN plans to internalize ADA services effective July 1, 2021. ATN ADA Paratransit Plan is provided as Attachment H.

TRANSIT SECURITY

The ATN works with the Anaheim Police Department and Disneyland® Resort Security teams to provide transit security services and law enforcement. These combined security efforts provide the highest level of security and service for ATN, its customers and passengers. The ATN works closely with the Tourism Oriented Police (TOP) team and local stakeholders within the community in developing proactive approach to security on the entire ATN bus system.

All ATN vehicles are also equipped with security cameras with direct link to the ATN Dispatch Center. Panic buttons are available on all ATN vehicles.



EXHIBIT 6 - ADHERENCE TO STANDARDS

Route #	% of Route in Minority Tract	Length of Route in Minority Tract (miles)	Length of Entire Route (miles)	PM Peak Headway (mins)	PM Peak Load Factor	Vehicle Type (Series #)	# of Vehicles in Service AM Peak	# of Vehicles in Service Off Peak	# of Vehicles in Service PM Peak	Average Age of Vehicle (years)
1	72%	2.7	3.8	20 mins	1.00 - 1.50	40-ft LNG	1.59	1	1.59	17
2	90%	2.7	3.0	20 mins	1.00 - 1.50	32-ft Cut Away	2.00	1	2.59	11
3	100%	2.7	2.7	15 mins	1.00 - 1.50	40-ft ZEB	2.00	1	2.59	17
4	100%	2.4	2.4	15 mins	1.00 - 1.50	40-ft ZEB	2.00	1	2.59	17
5	100%	2.3	2.3	15 mins	1.00 - 1.50	40-ft LNG	2.00	1	2.59	17
6	100%	1.8	1.8	20 mins	1.00 - 1.50	40-ft LNG	1.59	1	1.59	17
7	100%	2.3	2.3	20 mins	1.00 - 1.50	32-ft Cut Away	1.59	1	1.59	11
8	100%	2.7	2.7	20 mins	1.00 - 1.50	32-ft Cut Away	1.59	1	1.59	11
9	100%	3.1	3.1	20 mins	1.00 - 1.50	32-ft Cut Away	1.59	1	1.59	11
10	100%	2.3	2.3	30 mins	1.00 - 1.50	32-ft El Dorado	1.59	1	1.59	11
11	100%	3.4	3.4	20 mins	1.00	Kodiak	2.00	1	1.59	11
12	100%	4.1	4.1	30 mins	1.00 - 1.50	40-ft LNG	1.59	1	1.59	11
15	100%	5.7	5.7	40 mins	1.00	Kodiak	1	1	1	11
16	100%	3.7	3.7	60 mins	1.00 - 1.25	Kodiak	1	1	1	11
17	95%	9.97	10.5	Commuter Rail	.50	Kodiak	2	2	2	11
18	100%	13.9	13.9	60 mins	1.00	Kodiak	1	1	1	11
20	100%	0.9	0.9	5 mins	1.00 - 1.50	LNG	24	18	28	17
22	22.2%	5.2	23.4	60 min	.50	32-ft El Dorado	1	1	1	11
23	100%	4.2	4.2	Commuter Rail	1.00	32-ft El Dorado	2	1	2	11
FRAN	100%	2.6	N/A E-Hail	On-Demand	.75	GEM	4	2	4	2

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

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

Exhibit 6 reflects ATN service metrics based on Pre-COVID-19 ridership and operating levels



SECTION 4 – SERVICE CHANGES

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

CHANGES IN SERVICE

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

ANNUAL SERVICE CHANGES

Annual Service Changes implement the phasing of service concepts that are identified based on the demand for services and resource availability. For example, service change ideas geared toward greater service to connect local Park & Ride facilities and neighborhood services such as FRAN in an effort to reduce local dependence on automobiles, reduce parking requirements for incoming developments and thus reduce traffic congestion.

SERVICE CHANGES PROCESS

Major Service changes to the operation of the ATN’s fixed route system occur in April and October of each year. Each of these service changes entails approximately five to six months of planning efforts. As illustrated in Exhibit 6, the process begins with a review of the existing system which includes performance evaluation of each route, constituency input, and requests from the business community. ATN staff then identifies opportunities for improvement, including impact on financial performance, and presents information for preliminary consideration to the Board of Directors. All reasonable and funded service changes are considered and evaluated further and scheduled for a public hearing. Recommendations for minor changes are typically evaluated for immediate implementation.

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

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

Major service changes may require a public hearing in accordance with the ATN policy derived from section 5(i)(3) of the amended Federal Transit Act (formerly Urban Mass Transportation Act of 1964). This

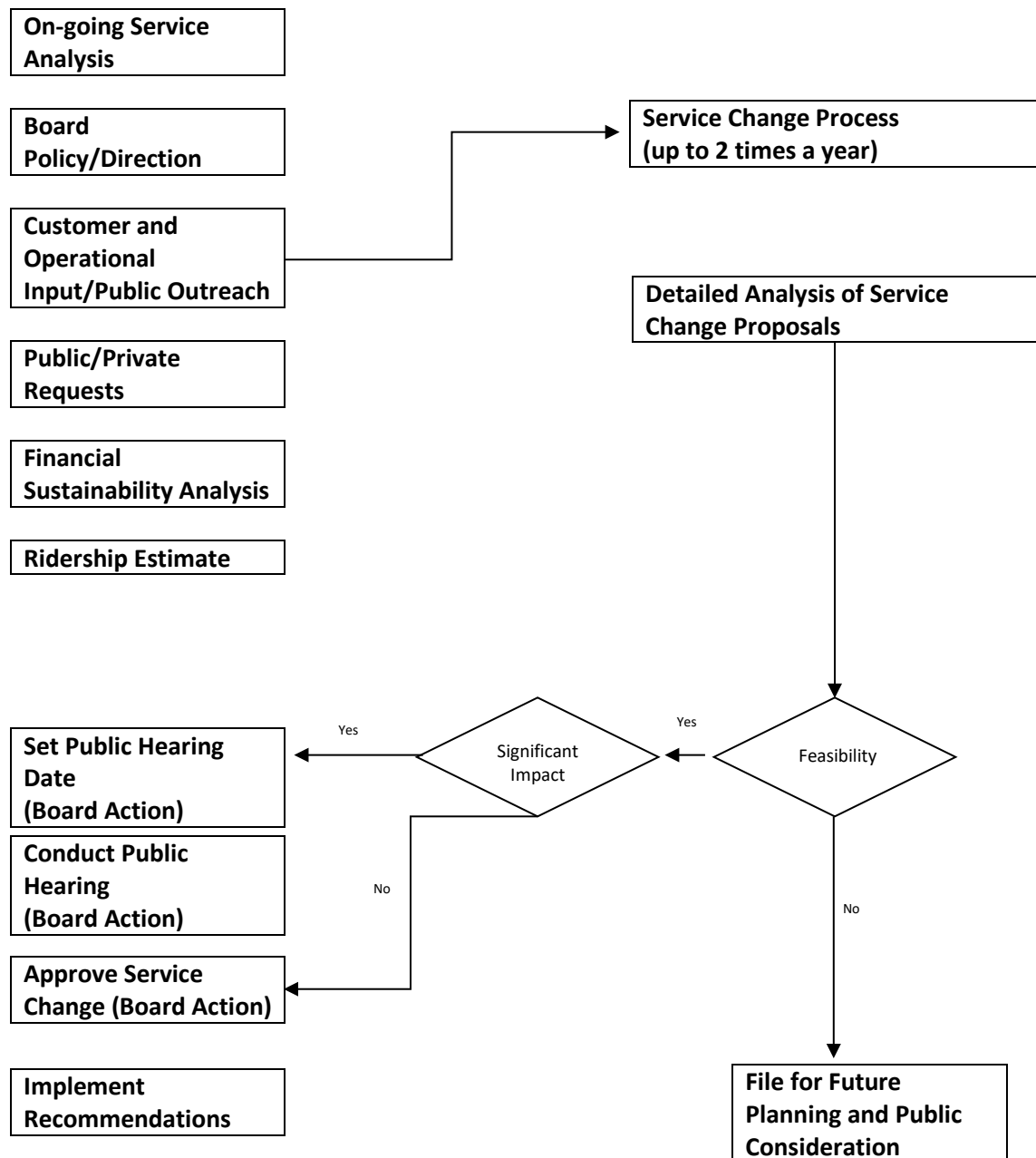


policy recommends ATN conduct a public hearing when there is a change in service that directly affects 25 percent or more of a route's length or service mileage, when a new route is introduced, or when a bus route is permanently discontinued.

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



EXHIBIT 7: FIXED ROUTE SERVICE CHANGE PROCESS





SERVICE AND FARE CHANGES

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

EXHIBIT 8: LIST OF SERVICE & FARE CHANGES SINCE 2011

Service Change	Description
August 2011 Service Change	Introduction of Reduced Fare Pass
October 2011 Service Change	No changes in service were implemented
March 2012 Service Change	Service expansion. Addition of Route 18, 19 and Approval of 15-day and 30-day Pass
October 2012 Service Change	Proposed Fare increase for Adult and Child Passes
March 2013 Service Change	No changes in service were implemented
October 2013 Service Change	No changes in service were implemented
March 2014 Service Change	No changes in service were implemented
October 2014 Service Change	No changes in service were implemented
March 2015 Service Change	Service expansion. Addition of Route 22 with service to City of Costa Mesa
October 2015 Service Change	No changes in service were implemented
April 2016 Service Change	No changes in service were implemented
October 2016 Service Change	No changes in service were implemented
February 2017 Service Change	A Fare Increase & Assessment Adjustment
April 2017 Service Change	No changes in service were implemented
October 2017 Service Change	No changes in service were implemented
June 2018	Service expansion. MicroTransit Service at CtrCity Anaheim
October 2018	No changes in service were implemented
March 2019	No changes in service were implemented
March 2020	Service reductions due to COVID-19 Pandemic
March 2021	<i>Proposed service expansion to John Wayne Airport</i>
July 2021	<i>Introduction of On-Demand Transit Fare</i>
July 2021	<i>Introduction of ADA Paratransit Fare</i>



SECTION 5 – SERVICE MONITORING **

LEVEL OF SERVICE COMPLIANCE ASSESSMENT

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

The chart presented as Attachment G shows performance results for the ATN fixed routes system including peak and off-peak vehicle headways, peak load factors, vehicle assignments, number of vehicles in service, and the average age of vehicles. These metrics represent system performance pre-COVID-19 pandemic.

VEHICLE LOAD

Currently, the peak vehicle loads factors for all routes, regardless of minority and non-minority route designation, were found to meet ATN standards which state that peak period load factors shall not exceed 75% of seating capacity during a two-hour peak period. Vehicle load factors are consistently evaluated by the ATN and additional vehicle capacity is added to the routes on an as needed basis to ensure comfortable transit experience for all passengers.

VEHICLE ASSIGNMENTS

The total number of vehicles operating during peak evening period is 68 vehicles. During morning peak period, 64 vehicles are operating in service. All vehicles are assigned on routes based on the predicted ridership projection, i.e., projected demand for service

VEHICLE HEADWAY

The majority of ATN routes operate on 20-minute headways, or shorter. On demand neighborhood service operates as an e-hail service model with wait-time average of three (3) minutes. The remaining ATN routes operate on a transition fixed route, printed schedule.

TRANSIT ACCESS

The ATN has over 72 bus stop location throughout its services area, plus an additional four stops on our Anaheim Canyon Metrolink Station service. Bus stop locations are available at major intersections, numerous private property locations and within easy walking distance of less than one-quarter mile.

MINORITY TRANSIT ROUTES

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

**** All system metrics are based on pre-COVID-19 ATN system performance for all services**



SERVICE & OPERATOR MONITORING

All ATN buses are equipped with an automatic voice annunciation system, internal monitors, and LED signs to announce all upcoming bus stop locations orally and visually, major intersections, points of interest, fare, operating schedules, and other public service announcements. All operators are required to supplement these announcements to enhance overall passenger experience.

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

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

ATN continuously queries customers in regard to service performance. Through the on-line surveys, on-board comment cards, and customer surveys, the ATN maintains performance data. In July 2019, the ATN conducted the latest survey efforts. This survey was presented in both English and Spanish. The results of this survey are presented in Exhibit 8.

SERVICE AND FARE EQUITY POLICIES

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

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

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

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



EXHIBIT 9 – RIDERSHIP DEMOGRAPHICS SURVEY RESULTS (CONDUCTED 2019)



ANAHEIM RESORT TRANSPORTATION

2019 RIDERSHIP DEMOGRAPHICS

As of December 31, 2019 a total of 313 questionnaires, representing ridership of 1096 people, The surveys were administered on weekdays and weekends during the months of January, May, June, and July

RIDERSHIP COMPOSITION

- Of the 1096 transit riders represented in the study...

- Adults	64%
- Teens	11%
- Children (3-12 years)	25%
- In terms of the composition of individual travel parties...

- Adults with children	48%
- Adults with teens	7%
- Adults with teens and children	11%
- Adults with no teens or children	34%

ORIGINS

- More than forty percent-43% of total ridership was from CA...

- Northern California	21%
- Central California	10%
- Southern California	12%
- Less than half of the ridership – 44% – originated in the U.S. outside of California...

- Southwest	16%
- MidWest	5%
- Pacific Northwest	23%
- 20% was international....

- Canada	16%
- Australia	2%
- Mexico	1%
- New Zealand	1%

TRANSPORTATION FROM HOME TO THE ANAHEIM RESORT

- Of the total 1,096 riders represented by the surveys, their primary mode of transportation from their homes to The Anaheim Resort was...

- Auto	43%
- Plane	37%
- Bus (Public and Private)	12%

PRIMARY REASON FOR VISITING THE DISNEYLAND RESORT DISTRICT

- The primary reason for visiting the Disneyland Resort District....

- Overnight vacation/holiday	72%
- Convention/meeting	9%
- On a day-trip	11%
- Other	7%

LENGTH OF STAY

- The average length of stay in The Anaheim Resort/ Orange County area was....

- Visitors from California	4.0 days
- Other U.S. visitors	4.2 days
- International visitors	6.4 days

USAGE OF THE ANAHEIM TRANSPORTATION NETWORK

- 35% of the ridership have utilized the Anaheim Transportation Network previously...an average of 6.9 times

TYPE OF ART PASS USED

- | | |
|---------------------|-----|
| - 1-day | 53% |
| - 3-day | 23% |
| - 5-day | 10% |
| - one-way cash fare | 13% |
| - 15-day | 1% |
| - 30-day | .7% |

AWARENESS OF SERVICE TO BUENA PARK

- 30% of respondents were aware that ART provides service to Buena Park

ETHNICITY

- Of those riders who responded:

- African American	3%
- American Indian	1%
- Asian	6%
- Caucasian	58%
- Hispanic	19%
- Other	13%

ESTIMATED ANNUAL HOUSEHOLD INCOME

- Of those riders who responded:

- under \$24,999	10%
- \$25,000 - \$34,000	5%
- \$35,000 - \$49,999	11%
- \$50,000 - \$74,999	13%
- \$75,000 - \$99,999	20%
- \$100,000 - \$124,000	17%
- \$125,000 - 149,999	12%
- \$150,000 or more	12%



SERVICE AND FARE EQUITY POLICIES

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

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

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- Disproportional Burden Policy

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

SERVICE AND FARE CHANGE POLICY

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

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

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

DISPARATE IMPACT POLICY

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

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



segment and/or alignment changes will be examined on an individual basis by evaluating the route changes separately.

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

DISPROPORTIONATE BURDEN POLICY

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

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

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

PUBLIC REVIEW AND INPUT

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

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

CONCLUSION

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



ATTACHMENT A: FTA Certifications and Assurances

Not every provision of every certification will apply to every applicant or award. If a provision of a certification does not apply to the applicant or its award, FTA will not enforce that provision. Refer to FTA's accompanying Instructions document for more information.

Text in italics is guidance to the public. It does not have the force and effect of law, and is not meant to bind the public in any way. It is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.

CATEGORY 1. CERTIFICATIONS AND ASSURANCES REQUIRED OF EVERY APPLICANT.

All applicants must make the certifications in this category.

1.1. Standard Assurances.

The certifications in this subcategory appear as part of the applicant's registration or annual registration renewal in the System for Award Management (SAM.gov) and on the Office of Management and Budget's standard form 424B "Assurances—Non-Construction Programs". This certification has been modified in places to include analogous certifications required by U.S. DOT statutes or regulations.

As the duly authorized representative of the applicant, you certify that the applicant:

- (a) Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.
- (b) Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
- (c) Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
- (d) Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
- (e) Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§ 4728–4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).

Certifications and Assurances

Fiscal Year 2020

- (f) Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to:
- (1) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin, as effectuated by U.S. DOT regulation 49 C.F.R. Part 21;
 - (2) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§ 1681–1683, and 1685–1686), which prohibits discrimination on the basis of sex, as effectuated by U.S. DOT regulation 49 C.F.R. Part 25;
 - (3) Section 5332 of the Federal Transit Law (49 U.S.C. § 5332), which prohibits any person being excluded from participating in, denied a benefit of, or discriminated against under, a project, program, or activity receiving financial assistance from FTA because of race, color, religion, national origin, sex, disability, or age.
 - (4) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), which prohibits discrimination on the basis of handicaps, as effectuated by U.S. DOT regulation 49 C.F.R. Part 27;
 - (5) The Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101–6107), which prohibits discrimination on the basis of age;
 - (6) The Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse;
 - (7) The comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91–616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism;
 - (8) Sections 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§ 290 dd-3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records;
 - (9) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§ 3601 et seq.), as amended, relating to nondiscrimination in the sale, rental, or financing of housing;
 - (10) Any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and,
 - (11) the requirements of any other nondiscrimination statute(s) which may apply to the application.
- (g) Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (“Uniform Act”) (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases. The requirements of the Uniform Act are effectuated by U.S. DOT regulation 49 C.F.R. Part 24.

Certifications and Assurances

Fiscal Year 2020

- (h) Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§ 1501–1508 and 7324–7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
- (i) Will comply, as applicable, with the provisions of the Davis–Bacon Act (40 U.S.C. §§ 276a to 276a-7), the Copeland Act (40 U.S.C. § 276c and 18 U.S.C. § 874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§ 327–333), regarding labor standards for federally assisted construction subagreements.
- (j) Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
- (k) Will comply with environmental standards which may be prescribed pursuant to the following:
 - (1) Institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514;
 - (2) Notification of violating facilities pursuant to EO 11738;
 - (3) Protection of wetlands pursuant to EO 11990;
 - (4) Evaluation of flood hazards in floodplains in accordance with EO 11988;
 - (5) Assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§ 1451 et seq.);
 - (6) Conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§ 7401 et seq.);
 - (7) Protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and
 - (8) Protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93–205).
- (l) Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§ 1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
- (m) Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. § 470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§ 469a-1 et seq.).
- (n) Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
- (o) Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§ 2131 et seq.) pertaining to the care, handling, and treatment of warm blooded

Certifications and Assurances

Fiscal Year 2020

- animals held for research, teaching, or other activities supported by this award of assistance.
- (p) Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§ 4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
 - (q) Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and 2 C.F.R. Part 200, Subpart F, “Audit Requirements”, as adopted and implemented by U.S. DOT at 2 C.F.R. Part 1201.
 - (r) Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing the program under which it is applying for assistance.
 - (s) Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. § 7104) which prohibits grant award recipients or a sub-recipient from:
 - (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect;
 - (2) Procuring a commercial sex act during the period of time that the award is in effect; or
 - (3) Using forced labor in the performance of the award or subawards under the award.

1.2. Standard Assurances: Additional Assurances for Construction Projects.

This certification appears on the Office of Management and Budget’s standard form 424D “Assurances—Construction Programs” and applies specifically to federally assisted projects for construction. This certification has been modified in places to include analogous certifications required by U.S. DOT statutes or regulations.

As the duly authorized representative of the applicant, you certify that the applicant:

- (a) Will not dispose of, modify the use of, or change the terms of the real property title or other interest in the site and facilities without permission and instructions from the awarding agency; will record the Federal awarding agency directives; and will include a covenant in the title of real property acquired in whole or in part with Federal assistance funds to assure nondiscrimination during the useful life of the project.
- (b) Will comply with the requirements of the assistance awarding agency with regard to the drafting, review, and approval of construction plans and specifications.
- (c) Will provide and maintain competent and adequate engineering supervision at the construction site to ensure that the complete work confirms with the approved plans and specifications, and will furnish progressive reports and such other information as may be required by the assistance awarding agency or State.

1.3. Procurement.

The Uniform Administrative Requirements, 2 C.F.R. 200.324, allow a recipient to self-certify that its procurement system complies with Federal requirements, in lieu of submitting to certain pre-procurement reviews.

The applicant certifies that its procurement system complies with:

- (a) U.S. DOT regulations, “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards,” 2 C.F.R. Part 1201, which incorporates by reference U.S. OMB regulatory guidance, “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards,” 2 C.F.R. Part 200, particularly 2 C.F.R. §§ 200.317–200.326 “Procurement Standards;
- (b) Federal laws, regulations, and requirements applicable to FTA procurements; and
- (c) The latest edition of FTA Circular 4220.1 and other applicable Federal guidance.

1.4. Suspension and Debarment.

Pursuant to Executive Order 12549, as implemented at 2 C.F.R. Parts 180 and 1200, prior to entering into a covered transaction with an applicant, FTA must determine whether the applicant is excluded from participating in covered non-procurement transactions. For this purpose, FTA is authorized to collect a certification from each applicant regarding the applicant’s exclusion status. 2 C.F.R. § 180.300. Additionally, each applicant must disclose any information required by 2 C.F.R. § 180.335 about the applicant and the applicant’s principals prior to entering into an award agreement with FTA. This certification serves both purposes.

The applicant certifies, to the best of its knowledge and belief, that the applicant and each of its principals:

- (a) Is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily or involuntarily excluded from covered transactions by any Federal department or agency;
- (b) Has not, within the preceding three years, been convicted of or had a civil judgment rendered against him or her for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public or private agreement or transaction; violation of Federal or State antitrust statutes, including those proscribing price fixing between competitors, allocation of customers between competitors, and bid rigging; commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, receiving stolen property, making false claims, or obstruction of justice; or commission of any other offense indicating a lack of business integrity or business honesty;

- (c) Is not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any offense described in paragraph (b) of this certification;
- (d) Has not, within the preceding three years, had one or more public transactions (Federal, State, or local) terminated for cause or default.

1.5. Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

The applicant certifies that, consistent with Section 889 of the John S. McCain National Defense Authorization Act for Fiscal Year 2019, Pub. L. 115-232 (Aug. 13, 2018), beginning on and after August 13, 2020, it will not use assistance awarded by FTA to procure or obtain, extend or renew a contract to procure or obtain, or enter into a contract (or extend or renew a contract) to procure or obtain “covered telecommunications equipment or services” (as that term is defined in Section 889 of the Act) if such equipment or services will be used as a substantial or essential component of any system or as critical technology as part of any system.

CATEGORY 2. PUBLIC TRANSPORTATION AGENCY SAFETY PLANS

Beginning on July 20, 2020, this certification is required of each applicant under the Urbanized Area Formula Grants Program (49 U.S.C. § 5307), each rail operator that is subject to FTA’s state safety oversight programs, and each State that is required to draft and certify a public transportation agency safety plan on behalf of a small public transportation provider pursuant to 49 C.F.R. § 673.11(d). This certification is required by 49 C.F.R. § 673.13.

This certification does not apply to any applicant that receives financial assistance from FTA exclusively under the Formula Grants for the Enhanced Mobility of Seniors Program (49 U.S.C. § 5310), the Formula Grants for Rural Areas Program (49 U.S.C. § 5311), or combination of these two programs.

An applicant may make this certification only after fulfilling its safety planning requirements under 49 C.F.R. Part 673. If an applicant is making its fiscal year 2020 certifications prior to completing its requirements under 49 C.F.R. Part 673, it will make all other applicable certifications except this certification; the applicant may add this certification after it has fulfilled its requirements under 49 C.F.R. Part 673. FTA’s regional offices and headquarters Office of Transit Safety and Oversight will provide support for incorporating this certification in 2020.

On and after July 20, 2020, FTA will not process an application from an applicant required to make this certification unless the applicant has made this certification.

Certifications and Assurances

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If the applicant is an operator, the applicant certifies that it has established a public transportation agency safety plan meeting the requirements of 49 C.F.R. Part 673.

If the applicant is a State, the applicant certifies that:

- (a) It has drafted a public transportation agency safety plan for each small public transportation provider within the State, unless the small public transportation provider provided notification to the State that it was opting-out of the State-drafted plan and drafting its own public transportation agency safety plan; and
- (b) Each small public transportation provider within the state has a public transportation agency safety plan that has been approved by the provider's Accountable Executive (as that term is defined at 49 C.F.R. § 673.5) and Board of Directors or Equivalent Authority (as that term is defined at 49 C.F.R. § 673.5).

CATEGORY 3. TAX LIABILITY AND FELONY CONVICTIONS.

If the applicant is a business association (regardless of for-profit, not for-profit, or tax exempt status), it must make this certification. Federal appropriations acts since at least 2014 have prohibited FTA from using funds to enter into an agreement with any corporation that has unpaid Federal tax liabilities or recent felony convictions without first considering the corporation for debarment. E.g., Consolidated Appropriations Act, 2020, Pub. L. 116-93, div. C, title VII, §§ 744–745. U.S. DOT Order 4200.6 defines a “corporation” as “any private corporation, partnership, trust, joint-stock company, sole proprietorship, or other business association”, and applies the restriction to all tiers of subawards. As prescribed by U.S. DOT Order 4200.6, FTA requires each business association applicant to certify as to its tax and felony status.

If the applicant is a private corporation, partnership, trust, joint-stock company, sole proprietorship, or other business association, the applicant certifies that:

- (a) It has no unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability; and
- (b) It has not been convicted of a felony criminal violation under any Federal law within the preceding 24 months.

CATEGORY 4. LOBBYING.

If the applicant will apply for a grant or cooperative agreement exceeding \$100,000, or a loan, line of credit, loan guarantee, or loan insurance exceeding \$150,000, it must make the following

certification and, if applicable, make a disclosure regarding the applicant's lobbying activities. This certification is required by 49 C.F.R. § 20.110 and app. A to that part.

This certification does not apply to an applicant that is an Indian Tribe, Indian organization, or an Indian tribal organization exempt from the requirements of 49 C.F.R. Part 20.

4.1. Certification for Contracts, Grants, Loans, and Cooperative Agreements.

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

4.2. Statement for Loan Guarantees and Loan Insurance.

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and

submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

CATEGORY 5. PRIVATE SECTOR PROTECTIONS.

If the applicant will apply for funds that it will use to acquire or operate public transportation facilities or equipment, the applicant must make the following certification regarding protections for the private sector.

5.1. Charter Service Agreement.

To enforce the provisions of 49 U.S.C. § 5323(d), FTA's charter service regulation requires each applicant seeking assistance from FTA for the purpose of acquiring or operating any public transportation equipment or facilities to make the following Charter Service Agreement. 49 C.F.R. § 604.4.

The applicant agrees that it, and each of its subrecipients, and third party contractors at any level who use FTA-funded vehicles, may provide charter service using equipment or facilities acquired with Federal assistance authorized under the Federal Transit Laws only in compliance with the regulations set out in 49 C.F.R. Part 604, the terms and conditions of which are incorporated herein by reference.

5.2. School Bus Agreement.

To enforce the provisions of 49 U.S.C. § 5323(f), FTA's school bus regulation requires each applicant seeking assistance from FTA for the purpose of acquiring or operating any public transportation equipment or facilities to make the following agreement regarding the provision of school bus services. 49 C.F.R. § 605.15.

- (a) If the applicant is not authorized by the FTA Administrator under 49 C.F.R. § 605.11 to engage in school bus operations, the applicant agrees and certifies as follows:
 - (1) The applicant and any operator of project equipment agrees that it will not engage in school bus operations in competition with private school bus operators.
 - (2) The applicant agrees that it will not engage in any practice which constitutes a means of avoiding the requirements of this agreement, part 605 of the Federal Mass Transit Regulations, or section 164(b) of the Federal-Aid Highway Act of 1973 (49 U.S.C. 1602a(b)).

Certifications and Assurances

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- (b) If the applicant is authorized or obtains authorization from the FTA Administrator to engage in school bus operations under 49 C.F.R. § 605.11, the applicant agrees as follows:
- (1) The applicant agrees that neither it nor any operator of project equipment will engage in school bus operations in competition with private school bus operators except as provided herein.
 - (2) The applicant, or any operator of project equipment, agrees to promptly notify the FTA Administrator of any changes in its operations which might jeopardize the continuation of an exemption under § 605.11.
 - (3) The applicant agrees that it will not engage in any practice which constitutes a means of avoiding the requirements of this agreement, part 605 of the Federal Transit Administration regulations or section 164(b) of the Federal-Aid Highway Act of 1973 (49 U.S.C. 1602a(b)).
 - (4) The applicant agrees that the project facilities and equipment shall be used for the provision of mass transportation services within its urban area and that any other use of project facilities and equipment will be incidental to and shall not interfere with the use of such facilities and equipment in mass transportation service to the public.

CATEGORY 6. TRANSIT ASSET MANAGEMENT PLAN.

If the applicant owns, operates, or manages capital assets used to provide public transportation, the following certification is required by 49 U.S.C. § 5326(a).

The applicant certifies that it is in compliance with 49 C.F.R. Part 625.

CATEGORY 7. ROLLING STOCK BUY AMERICA REVIEWS AND BUS TESTING.**7.1. Rolling Stock Buy America Reviews.**

If the applicant will apply for an award to acquire rolling stock for use in revenue service, it must make this certification. This certification is required by 49 C.F.R. § 663.7.

The applicant certifies that it will conduct or cause to be conducted the pre-award and post-delivery audits prescribed by 49 C.F.R. Part 663 and will maintain on file the certifications required by Subparts B, C, and D of 49 C.F.R. Part 663.

7.2. Bus Testing.

If the applicant will apply for funds for the purchase or lease of any new bus model, or any bus model with a major change in configuration or components, the applicant must make this certification. This certification is required by 49 C.F.R. § 665.7.

The applicant certifies that the bus was tested at the Bus Testing Facility and that the bus received a passing test score as required by 49 C.F.R. Part 665. The applicant has received or will receive the appropriate full Bus Testing Report and any applicable partial testing reports before final acceptance of the first vehicle.

CATEGORY 8. URBANIZED AREA FORMULA GRANTS PROGRAM.

If the applicant will apply for an award under the Urbanized Area Formula Grants Program (49 U.S.C. § 5307), or any other program or award that is subject to the requirements of 49 U.S.C. § 5307, including the Formula Grants for the Enhanced Mobility of Seniors Program (49 U.S.C. § 5310); “flex funds” from infrastructure programs administered by the Federal Highways Administration (see 49 U.S.C. § 5334(i)); projects that will receive an award authorized by the Transportation Infrastructure Finance and Innovation Act (“TIFIA”) (23 U.S.C. §§ 601–609) or State Infrastructure Bank Program (23 U.S.C. § 610) (see 49 U.S.C. § 5323(o)); formula awards or competitive awards to urbanized areas under the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339(a) and (b)); or low or no emission awards to any area under the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339(c)), the applicant must make the following certification. This certification is required by 49 U.S.C. § 5307(c)(1).

The applicant certifies that it:

- (a) Has or will have the legal, financial, and technical capacity to carry out the program of projects (developed pursuant 49 U.S.C. § 5307(b)), including safety and security aspects of the program;
- (b) Has or will have satisfactory continuing control over the use of equipment and facilities;
- (c) Will maintain equipment and facilities in accordance with the applicant’s transit asset management plan;
- (d) Will ensure that, during non-peak hours for transportation using or involving a facility or equipment of a project financed under this section, a fare that is not more than 50 percent of the peak hour fare will be charged for any—
 - (1) Senior;
 - (2) Individual who, because of illness, injury, age, congenital malfunction, or any other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use a public transportation service or a public transportation facility effectively without special facilities, planning, or design; and
 - (3) Individual presenting a Medicare card issued to that individual under title II or XVIII of the Social Security Act (42 U.S.C. §§ 401 et seq., and 1395 et seq.);
- (e) In carrying out a procurement under 49 U.S.C. § 5307, will comply with 49 U.S.C. §§ 5323 (general provisions) and 5325 (contract requirements);

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- (f) Has complied with 49 U.S.C. § 5307(b) (program of projects requirements);
- (g) Has available and will provide the required amounts as provided by 49 U.S.C. § 5307(d) (cost sharing);
- (h) Will comply with 49 U.S.C. §§ 5303 (metropolitan transportation planning) and 5304 (statewide and nonmetropolitan transportation planning);
- (i) Has a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transportation;
- (j) Either—
 - (1) Will expend for each fiscal year for public transportation security projects, including increased lighting in or adjacent to a public transportation system (including bus stops, subway stations, parking lots, and garages), increased camera surveillance of an area in or adjacent to that system, providing an emergency telephone line to contact law enforcement or security personnel in an area in or adjacent to that system, and any other project intended to increase the security and safety of an existing or planned public transportation system, at least 1 percent of the amount the recipient receives for each fiscal year under 49 U.S.C. § 5336; or
 - (2) Has decided that the expenditure for security projects is not necessary;
- (k) In the case of an applicant for an urbanized area with a population of not fewer than 200,000 individuals, as determined by the Bureau of the Census, will submit an annual report listing projects carried out in the preceding fiscal year under 49 U.S.C. § 5307 for associated transit improvements as defined in 49 U.S.C. § 5302; and
- (l) Will comply with 49 U.S.C. § 5329(d) (public transportation agency safety plan).

CATEGORY 9. FORMULA GRANTS FOR RURAL AREAS.

If the applicant will apply for funds made available to it under the Formula Grants for Rural Areas Program (49 U.S.C. § 5311), it must make this certification. Paragraph (a) of this certification helps FTA make the determinations required by 49 U.S.C. § 5310(b)(2)(C). Paragraph (b) of this certification is required by 49 U.S.C. § 5311(f)(2). Paragraph (c) of this certification, which applies to funds apportioned for the Appalachian Development Public Transportation Assistance Program, is necessary to enforce the conditions of 49 U.S.C. § 5311(c)(2)(D).

- (a) The applicant certifies that its State program for public transportation service projects, including agreements with private providers for public transportation service—
 - (1) Provides a fair distribution of amounts in the State, including Indian reservations; and
 - (2) Provides the maximum feasible coordination of public transportation service assisted under 49 U.S.C. § 5311 with transportation service assisted by other Federal sources; and

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- (b) If the applicant will in any fiscal year expend less than 15% of the total amount made available to it under 49 U.S.C. § 5311 to carry out a program to develop and support intercity bus transportation, the applicant certifies that it has consulted with affected intercity bus service providers, and the intercity bus service needs of the State are being met adequately.
- (c) If the applicant will use for a highway project amounts that cannot be used for operating expenses authorized under 49 U.S.C. § 5311(c)(2) (Appalachian Development Public Transportation Assistance Program), the applicant certifies that—
 - (1) It has approved the use in writing only after providing appropriate notice and an opportunity for comment and appeal to affected public transportation providers; and
 - (2) It has determined that otherwise eligible local transit needs are being addressed.

CATEGORY 10. FIXED GUIDEWAY CAPITAL INVESTMENT GRANTS AND THE EXPEDITED PROJECT DELIVERY FOR CAPITAL INVESTMENT GRANTS PILOT PROGRAM.

If the applicant will apply for an award under any subsection of the Fixed Guideway Capital Investment Program (49 U.S.C. § 5309), including an award made pursuant to the FAST Act's Expedited Project Delivery for Capital Investment Grants Pilot Program (Pub. L. 114-94, div. A, title III, § 3005(b)), the applicant must make the following certification. This certification is required by 49 U.S.C. § 5309(c)(2) and Pub. L. 114-94, div. A, title III, § 3005(b)(3)(B).

The applicant certifies that it:

- (a) Has or will have the legal, financial, and technical capacity to carry out its Award, including the safety and security aspects of that Award,
- (b) Has or will have satisfactory continuing control over the use of equipment and facilities acquired or improved under its Award.
- (c) Will maintain equipment and facilities acquired or improved under its Award in accordance with its transit asset management plan; and
- (d) Will comply with 49 U.S.C. §§ 5303 (metropolitan transportation planning) and 5304 (statewide and nonmetropolitan transportation planning).

CATEGORY 11. GRANTS FOR BUSES AND BUS FACILITIES AND LOW OR NO EMISSION VEHICLE DEPLOYMENT GRANT PROGRAMS.

If the applicant is in an urbanized area and will apply for an award under subsection (a) (formula grants) or subsection (b) (competitive grants) of the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339), the applicant must make the certification in Category 7 for Urbanized Area Formula Grants (49 U.S.C. § 5307). This certification is required by 49 U.S.C. § 5339(a)(3) and (b)(6), respectively.

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If the applicant is in a rural area and will apply for an award under subsection (a) (formula grants) or subsection (b) (competitive grants) of the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339), the applicant must make the certification in Category 8 for Formula Grants for Rural Areas (49 U.S.C. § 5311). This certification is required by 49 U.S.C. § 5339(a)(3) and (b)(6), respectively.

If the applicant, regardless of whether it is in an urbanized or rural area, will apply for an award under subsection (c) (low or no emission vehicle grants) of the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339), the applicant must make the certification in Category 7 for Urbanized Area Formula Grants (49 U.S.C. § 5307). This certification is required by 49 U.S.C. § 5339(c)(3).

Making this certification will incorporate by reference the applicable certifications in Category 7 or Category 8.

CATEGORY 12. ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAMS.

If the applicant will apply for an award under the Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 U.S.C. § 5310), it must make the certification in Category 7 for Urbanized Area Formula Grants (49 U.S.C. § 5307). This certification is required by 49 U.S.C. § 5310(e)(1). Making this certification will incorporate by reference the certification in Category 7, except that FTA has determined that (d), (f), (i), (j), and (k) of Category 7 do not apply to awards made under 49 U.S.C. § 5310 and will not be enforced.

In addition to the certification in Category 7, the applicant must make the following certification that is specific to the Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities Program. This certification is required by 49 U.S.C. § 5310(e)(2).

The applicant certifies that:

- (a) The projects selected by the applicant are included in a locally developed, coordinated public transit-human services transportation plan;
- (b) The plan described in clause (a) was developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public;
- (c) To the maximum extent feasible, the services funded under 49 U.S.C. § 5310 will be coordinated with transportation services assisted by other Federal departments and agencies, including any transportation activities carried out by a recipient of a grant from the Department of Health and Human Services; and

- (d) If the applicant will allocate funds received under 49 U.S.C. § 5310 to subrecipients, it will do so on a fair and equitable basis.

CATEGORY 13. STATE OF GOOD REPAIR GRANTS.

If the applicant will apply for an award under FTA's State of Good Repair Grants Program (49 U.S.C. § 5337), it must make the following certification. Because FTA generally does not review the transit asset management plans of public transportation providers, this certification is necessary to enforce the provisions of 49 U.S.C. § 5337(a)(4).

The applicant certifies that the projects it will carry out using assistance authorized by the State of Good Repair Grants Program, 49 U.S.C. § 5337, are aligned with the applicant's most recent transit asset management plan and are identified in the investment and prioritization section of such plan, consistent with the requirements of 49 C.F.R. Part 625.

CATEGORY 14. INFRASTRUCTURE FINANCE PROGRAMS.

If the applicant will apply for an award for a project that will include assistance under the Transportation Infrastructure Finance and Innovation Act ("TIFIA") Program (23 U.S.C. §§ 601–609) or the State Infrastructure Banks ("SIB") Program (23 U.S.C. § 610), it must make the certifications in Category 7 for the Urbanized Area Formula Grants Program, Category 9 for the Fixed Guideway Capital Investment Grants program, and Category 12 for the State of Good Repair Grants program. These certifications are required by 49 U.S.C. § 5323(o).

Making this certification will incorporate the certifications in Categories 7, 9, and 12 by reference.

CATEGORY 15. ALCOHOL AND CONTROLLED SUBSTANCES TESTING.

If the applicant will apply for an award under FTA's Urbanized Area Formula Grants Program (49 U.S.C. § 5307), Fixed Guideway Capital Investment Program (49 U.S.C. § 5309), Formula Grants for Rural Areas Program (49 U.S.C. § 5311), or Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339) programs, the applicant must make the following certification. The applicant must make this certification on its own behalf and on behalf of its subrecipients and contractors. This certification is required by 49 C.F.R. § 655.83.

The applicant certifies that it, its subrecipients, and its contractors are compliant with FTA's regulation for the Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations, 49 C.F.R. Part 655.

CATEGORY 16. RAIL SAFETY TRAINING AND OVERSIGHT.

If the applicant is a State with at least one rail fixed guideway system, or is a State Safety Oversight Agency, or operates a rail fixed guideway system, it must make the following certification. The elements of this certification are required by 49 C.F.R. §§ 659.43, 672.31, and 674.39.

The applicant certifies that the rail fixed guideway public transportation system and the State Safety Oversight Agency for the State are:

- (a) Compliant with the requirements of 49 C.F.R. part 659, “Rail Fixed Guideway Systems; State Safety Oversight”;
- (b) Compliant with the requirements of 49 C.F.R. part 672, “Public Transportation Safety Certification Training Program”; and
- (c) Compliant with the requirements of 49 C.F.R. part 674, “State Safety Oversight”.

CATEGORY 17. DEMAND RESPONSIVE SERVICE.

If the applicant operates demand responsive service and will apply for an award to purchase a non-rail vehicle that is not accessible within the meaning of 49 C.F.R. Part 37, it must make the following certification. This certification is required by 49 C.F.R. § 37.77.

The applicant certifies that the service it provides to individuals with disabilities is equivalent to that provided to other persons. A demand responsive system, when viewed in its entirety, is deemed to provide equivalent service if the service available to individuals with disabilities, including individuals who use wheelchairs, is provided in the most integrated setting appropriate to the needs of the individual and is equivalent to the service provided other individuals with respect to the following service characteristics:

- (a) Response time;
- (b) Fares;
- (c) Geographic area of service;
- (d) Hours and days of service;
- (e) Restrictions or priorities based on trip purpose;
- (f) Availability of information and reservation capability; and
- (g) Any constraints on capacity or service availability.

CATEGORY 18. INTEREST AND FINANCING COSTS.

If the applicant will pay for interest or other financing costs of a project using assistance awarded under the Urbanized Area Formula Grants Program (49 U.S.C. § 5307), the Fixed Guideway Capital Investment Grants Program (49 U.S.C. § 5309), or any program that must comply with the requirements of 49 U.S.C. § 5307, including the Formula Grants for the

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Enhanced Mobility of Seniors Program (49 U.S.C. § 5310), “flex funds” from infrastructure programs administered by the Federal Highways Administration (see 49 U.S.C. § 5334(i)), or awards to urbanized areas under the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339), the applicant must make the following certification. This certification is required by 49 U.S.C. §§ 5307(e)(3) and 5309(k)(2)(D).

The applicant certifies that:

- (a) Its application includes the cost of interest earned and payable on bonds issued by the applicant only to the extent proceeds of the bonds were or will be expended in carrying out the project identified in its application; and
- (b) The applicant has shown or will show reasonable diligence in seeking the most favorable financing terms available to the project at the time of borrowing.

CATEGORY 19. CONSTRUCTION HIRING PREFERENCES.

If the applicant will ask FTA to approve the use of geographic, economic, or any other hiring preference not otherwise authorized by law on any contract or construction project to be assisted with an award from FTA, it must make the following certification. This certification is required by the Further Consolidated Appropriations Act, 2020, Pub. L. 116-94, div. H, title I, § 191.

The applicant certifies the following:

- (a) That except with respect to apprentices or trainees, a pool of readily available but unemployed individuals possessing the knowledge, skill, and ability to perform the work that the contract requires resides in the jurisdiction;
- (b) That the grant recipient will include appropriate provisions in its bid document ensuring that the contractor does not displace any of its existing employees in order to satisfy such hiring preference; and
- (c) That any increase in the cost of labor, training, or delays resulting from the use of such hiring preference does not delay or displace any transportation project in the applicable Statewide Transportation Improvement Program or Transportation Improvement Program.

CATEGORY 20. CYBERSECURITY CERTIFICATION FOR RAIL ROLLING STOCK AND OPERATIONS.

If the applicant operates a rail fixed guideway public transportation system, it must make this certification. This certification is required by 49 U.S.C. § 5323(v), a new subsection added by the National Defense Authorization Act for Fiscal Year 2020, Pub. L. 116-92, § 7613 (Dec. 20, 2019). For information about standards or practices that may apply to a rail fixed guideway

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public transportation system, visit <https://www.nist.gov/cyberframework> and <https://www.cisa.gov/>.

The applicant certifies that it has established a process to develop, maintain, and execute a written plan for identifying and reducing cybersecurity risks that complies with the requirements of 49 U.S.C. § 5323(v)(2).


Certifications and Assurances

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FEDERAL FISCAL YEAR 2020 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS












(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Diana Kotler

The Applicant certifies to the applicable provisions of categories 01–20. 

Or,

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	<u></u>
02 Public Transportation Agency Safety Plans	<u></u>
03 Tax Liability and Felony Convictions	<u></u>
04 Lobbying	<u></u>
05 Private Sector Protections	<u></u>
06 Transit Asset Management Plan	<u></u>
07 Rolling Stock Buy America Reviews and Bus Testing	<u></u>
08 Urbanized Area Formula Grants Program	<u></u>
09 Formula Grants for Rural Areas	<u></u>
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<u></u>
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<u></u>

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12 Enhanced Mobility of Seniors and Individuals with Disabilities Programs



13 State of Good Repair Grants



14 Infrastructure Finance Programs



15 Alcohol and Controlled Substances Testing



16 Rail Safety Training and Oversight



17 Demand Responsive Service



18 Interest and Financing Costs



19 Construction Hiring Preferences



20 Cybersecurity Certification for Rail Rolling Stock and Operations


FEDERAL FISCAL YEAR 2020 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE**PAGE**

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2020)

AFFIRMATION OF APPLICANT

Name of the Applicant: _____

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2020, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

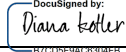
FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2020.

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

Certifications and Assurances

Fiscal Year 2020

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

Signature  Date: 7/10/2020 | 09:35:44 PDT

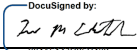
Name Diana Kotler Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Anaheim Transportation Network, Inc.

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature  Date: 7/10/2020 | 09:45:21 PDT

Name Fred Whitaker Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.



ATTACHMENT B: Public Participation Plan

PUBLIC PARTICIPATION PLAN

ANAHEIM RESORT TRANSPORTATION – ART

SERVICE OF ANAHEIM TRANSPORTATION NETWORK





PURPOSE

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

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

GOALS AND OBJECTIVES OF THE PUBLIC PARTICIPATION PLAN

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

OBJECTIVES:

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

IDENTIFICATION OF STAKEHOLDERS

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

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



General Citizens: There are 350,365 residents in the City of Anaheim, but only a percentage of the overall City of Anaheim population is affected by the ATN's provided transportation services. Specific distribution of the Anaheim's population by ethnicity is provided in Table 1. ¹

TABLE 1 – Census 2019 Race Data (Anaheim)

Race & Origin	Population	Percentage of Population
White	108,379	30.10%
Black/African American	7,749	2.01%
American Indian & Alaska Native	1,462	0.42%
Asian	51,554	13.02%
Asian Indian	4,908	1.42%
Chinese	5,153	1.49%
Filipino	13,864	4.00%
Japanese	1,897	0.55%
Korean	7,501	2.16%
Vietnamese	17,896	5.16%
Other Asian	4,339	1.25%
Native Hawaiian & Other Pacific Islander	1,687	0.44%
Hispanic	189,232	54.01%
Mexican	164,064	47.31%
Puerto Rico	1,649	1.48%
Cuban	1,110	1.32%
Other Latino/Hispanic	9,122	3.90%
Total Population	360,063	

Over 30.10% of the population of the area consider themselves be of solely white race. Since, 54.01% of the households represent Hispanic origin and 16.02% of represent Asian origin, specific techniques need to be used to further engage the general and minority populations. Public notices of meetings in the local newspaper and open house format public information meetings should provide a sound venue to facilitate public participation. While these techniques will continue, staff will make a general effort to engage the general public, using techniques such as surveys, use of social media, and web-based communications.

According to national average, approximately 3.9% of the population uses public transit as a modal transportation choice (pre-Covid-19). As compared to 2016 data, a 0.6% decrease in the use of public transit services occurred (Table 2). ART ridership, as depicted in Table 3, indicates increase in transit use at national average levels; however, represents a higher than national average use by the traveling public. Since ART's inception in 2002, ridership continues to represent 38.4% percent of total visitor population in The Anaheim Resort area.

¹ American Community Survey 2016-2019 Update. Place of Birth by Nativity and Citizenship Status



TABLE 2 – Transportation Mode²

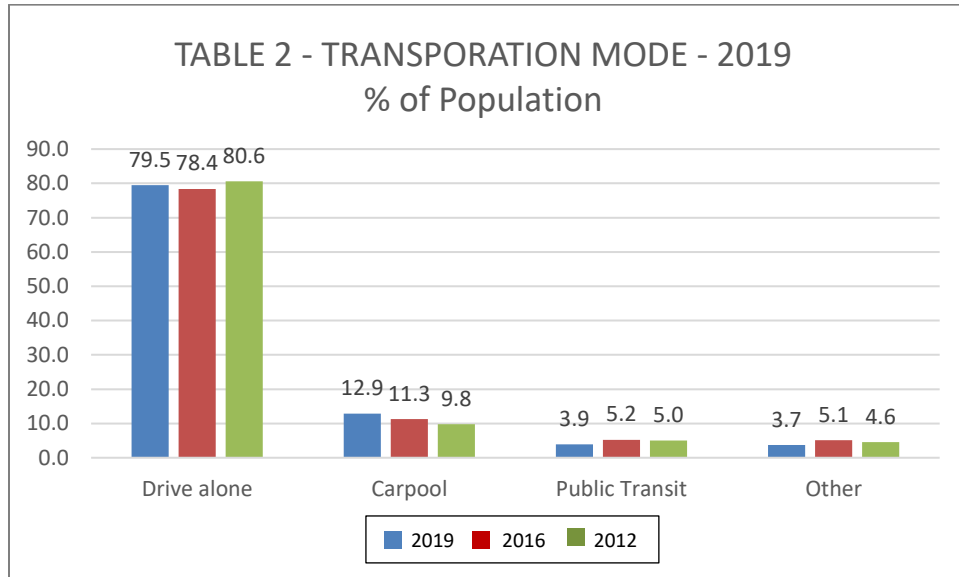
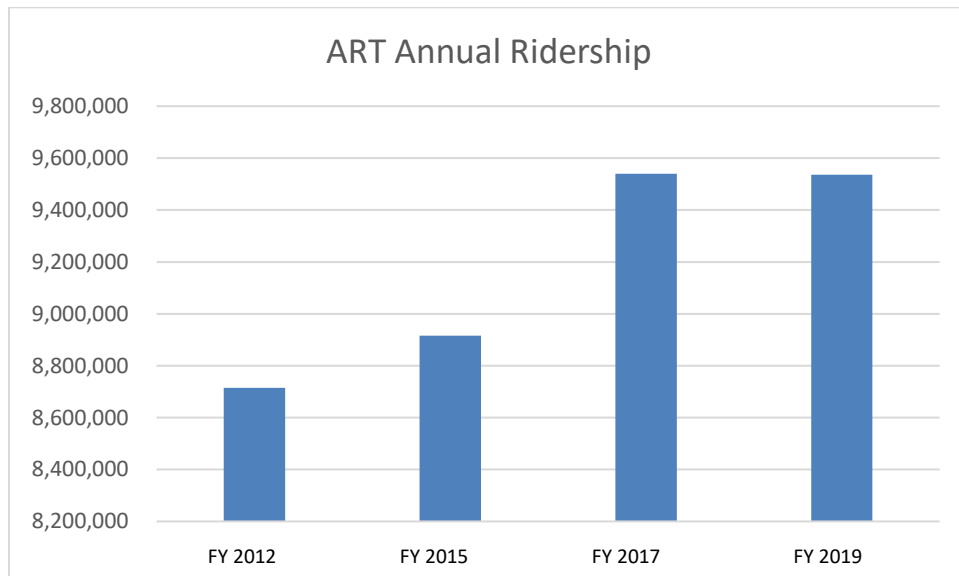


TABLE 3 – ART Annual Ridership (pre_Covid 19)



Minorities: Minority population makes up approximately 72.9% of total Anaheim population (see Table 1). Persons of Hispanic origin make up the largest minority with just over 54.01% of the total population. Asian and Black persons account for 18.25%. There are also a small number of American Indian/Alaska native (0.2 percent), and Hawaiian/Pacific Islander individuals (0.4 percent). Person who consider themselves to be of more than one race account for just over 2.0 percent of the population.

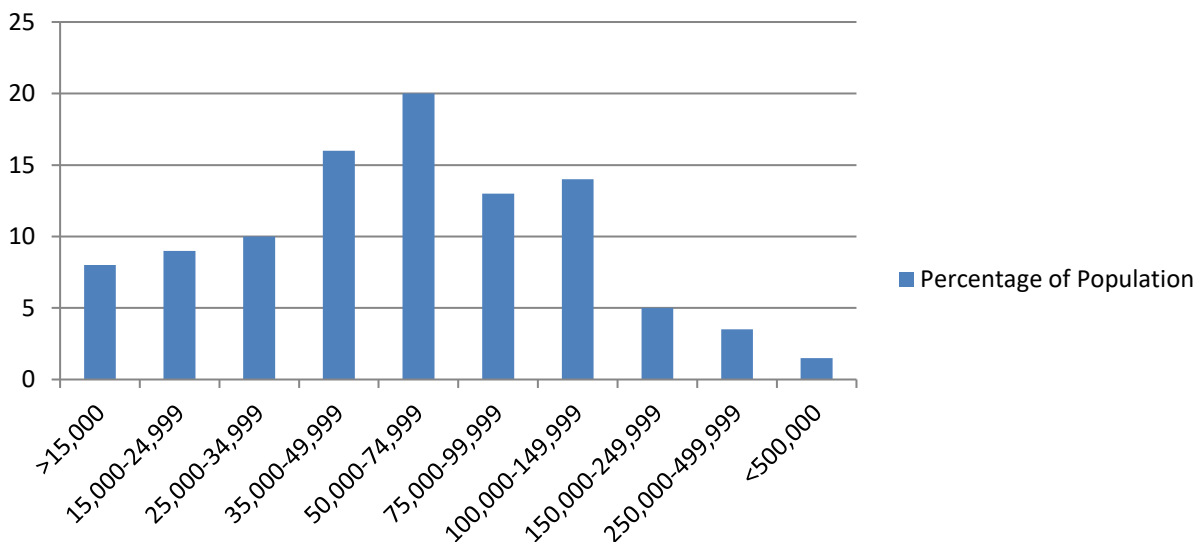
² American Community Survey Selected Economic Characteristics



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

Low-Income: Low income households, those under 150 percent of the local poverty level, account for over 17% of all households in the ATN service area. Roughly, 8% of the population were below the local poverty level, based on 2016 incomes and on per capita income threshold for Orange County based on 80% of the national per capita income of \$27,334. Low income populations of the ATN service area should be given an opportunity to provide input on transportation plans and programs, to avoid disproportionate harm, or lack of benefit, of transportation programs and projects.

Table 4 -- Household by Income



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

Public-Agencies: Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations, including but not limited to minorities, low-income, and limited English proficiency households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barrier that may not be understood by professionals dealing more distinctly with the provision of transportation services.



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

PUBLIC PARTICIPATION PLAN

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

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

1. Questionnaires, onboard and on-line surveys;
2. Notices in the local newspapers;
3. Social media outlets;
4. Digital and collateral notices on-board ATN vehicle fleet
5. Web-based communications.

Public may also inquire and provide input by contacting the ATN's offices located at 1354 South Anaheim Boulevard, Anaheim, CA 92805 or on ATN's website at www.rideart.org.

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

OUTREACH EFFORTS

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

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

Availability of Documents: Hard copies of documents, upon completion, will be available at the ATN offices located at 1354 South Anaheim Blvd., Anaheim, CA 92805 and on the ATN's website at www.riderart.org. Responses to Information Requests and Comments are available from ATN staff in person, by phone, through electronic mail, or US mail.



ATTACHMENT C: Sample Of Multilingual Collateral Materials

List of items:

- Notification of Title VI Protection in ART and FRAN Vehicles
- ART System Map
- Sample of Public Hearing Notices _ News Paper, Mailier and Website
- ATN Title VI Brochure – *A Guide to Title VI of the Civil Rights Act of 1964*
- ATN Website Language Assistance Measures



Anaheim Transportation Network

Notification of Title VI Protection



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

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



888-364-2787



RideART.org/TitleVI



artinfo@atnetwork.org



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

To request Title VI information or file a complaint in another language
visit rideart.org.

Para solicitar información acerca de sus derechos civiles en otro idioma, por
favor visite rideart.org

Để yêu cầu thông tin về các quyền dân sự của bạn bằng ngôn ngữ
khác, vui lòng truy cập rideart.org

若要请求您在其他语言中的公民权利有关的信息, 请访问
rideart.org

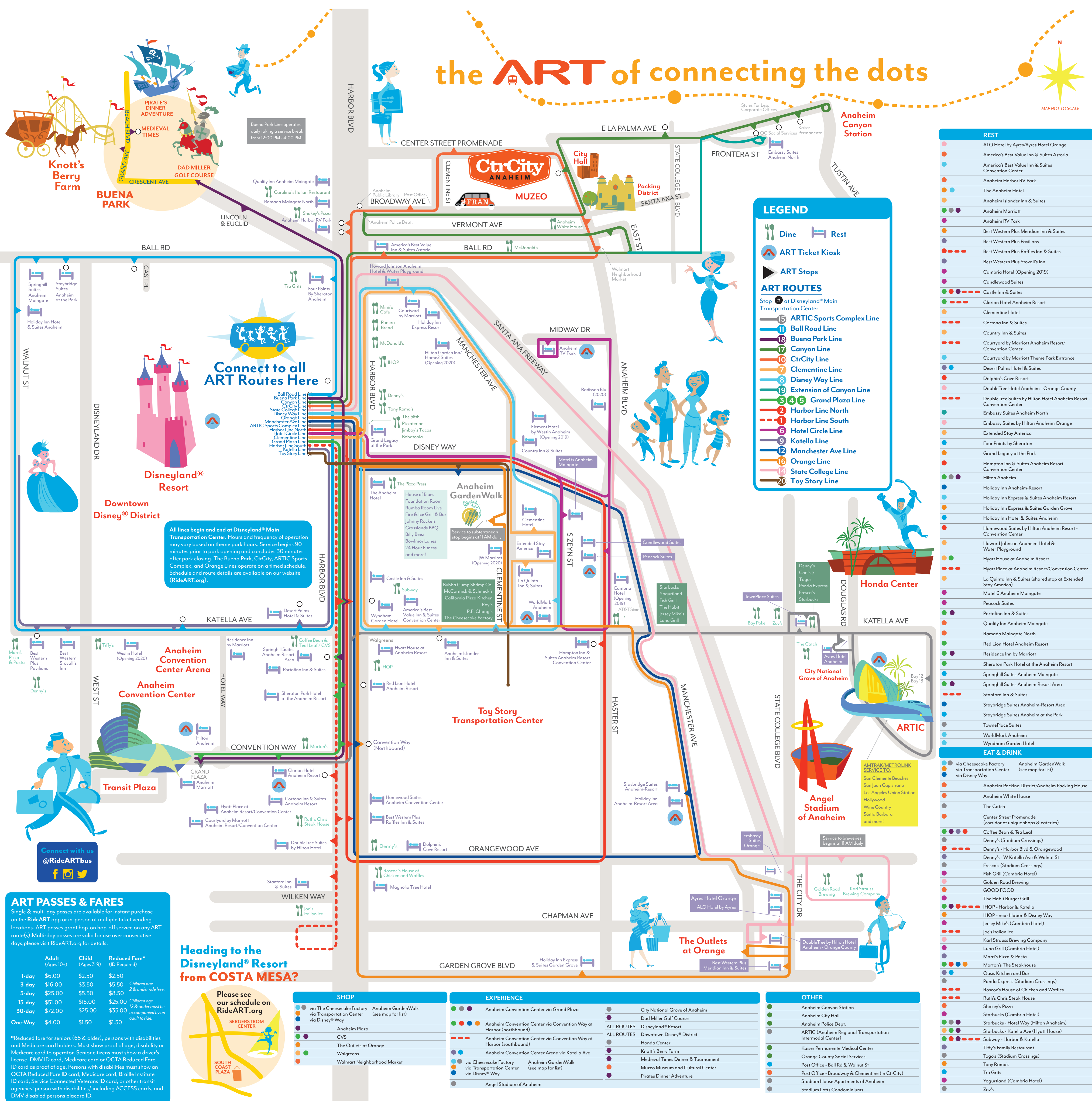
다른 언어에서 시민의 권리에 대한 정보를 요청 하려면 rideart.org
을 방문 하시기 바랍니다

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

他の言語で市民の権利についての情報を要求するには、rideart.org をご覧

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offered in & around
the Anaheim area
currently including
ART and FRAN.*

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(877-628-2232) or obtain an application online at www.octa.net.
 The Anaheim Regional Transportation Intermodal Center (ARTIC) is a multi-modal transit hub located at 1354 South Anaheim Boulevard, Anaheim, CA 92805. The center provides a convenient location for passengers to transfer between different modes of transportation, including the Anaheim Resort Transportation (ART) bus system, the Orange County Transportation Authority (OCTA) bus system, and the California High-Speed Rail (CHSR) project. The center is also a major destination for tourists, with many hotels and restaurants located nearby. For more information, please visit www.octa.net.

SYSTEM & SAFETY INFORMATION

- ART passes allow unlimited access to the entire ART system.
- Proper attire, including shoes and shirts, must be worn at all times.
- Children under the age of 14 must be supervised at all times.
- For your safety while in transit, please keep your hands, arms, legs, and feet inside the vehicle at all times. All strollers are required to be folded.
- Recreational devices such as skateboards, scooters, remote-control toys, inline skates, bicycles with built-in wheels are prohibited.
- Animals are not permitted on board.
- Smoking and vaping of any form are strictly prohibited in compliance with state law.
- ART is not responsible for passes that are lost or stolen.
- Anaheim Resort Transportation, the Disneyland® Resort, public sales outlets, City of Anaheim, and ART are not responsible for passes that are lost or stolen.

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- Use your ART passes by presenting them to the driver on any ART route and enjoy your ride.
- Connect between routes at Disneyland® Main Transportation Center, or at connection points to ride to exciting destinations throughout Anaheim and surrounding areas.

ART Self-Serve Kiosk Locations
 Ubicaciones de los quioscos de ART

Anaheim RV Park • Clarion Hotel
 Disneyland® Main Transportation Center
 Hilton Anaheim • Holiday Inn Anaheim Resort
 Peacock Suites • WorldMark Anaheim

All kiosks accept American Express, Discover Card, MasterCard and Visa. Kiosks do not provide change; cash payments must be exact.

Additional ART Sales Locations

- ARTIC (Anaheim Regional Transportation Intermodal Center)
- Discount Tickets and Tours at Grand Legacy Hotel

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

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

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

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

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- Ayers Hotel Anaheim
- ARTIC steps from Honda Center
- Katella & State College OCTA shared stop
- Anaheim GardenWalk in front of The Cheesecake Factory

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FOR MORE INFORMATION VISIT RIDEART.ORG

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NOTICE OF COMMUNITY WORKSHOPS AND PUBLIC HEARING
THE ANAHEIM TRANSPORTATION NETWORK
TITLE VI PLAN - UPDATE

NOTICE IS HEREBY GIVEN that the Anaheim Transportation Network (ATN) Board of Directors will hold THREE (3) Community Workshops and a public hearing for the purpose of preparing and updating its TITLE VI Plan and Equity Analysis in compliance with the Civil Rights Act of 1964 that provides "no person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied benefits of or be subject to discrimination under any program or activity receiving federal financial assistance".

Information regarding the TITLE VI plan and fare updates will be presented at the Community Workshops and Public Hearing.

COMMUNITY WORKSHOPS

Tuesday, January 12, 2021	1:30 PM
Tuesday, January 19, 2021	5:30 PM
Thursday, January 21, 2021	5:30 PM

The Anaheim Transportation Network
1354 South Anaheim Blvd. Anaheim, CA 92805

PUBLIC HEARING

Wednesday, January 27, 2021 3:00 PM
Visit Anaheim - 6th Floor Conference Room
2099 S. State College Blvd. Anaheim, CA 92806.

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

PUBLIC PARTICIPATION:

All interested parties are invited to submit orally or in writing, evidence, and recommendations with respect to the Title VI Plan update and fare updates.

Comments may be addressed to: Anaheim Transportation Network, 1354 South Anaheim Blvd. Anaheim, CA 92805, info @atnetwork.org, Phone:714-563-5827. Virtual attendance instructions can be found at rideart.org/privacy-policy/title-vi

THE ANAHEIM TRANSPORTATION NETWORK WANTS YOUR INPUT: AT COMMUNITY WORKSHOPS: ATN scheduled series of Community Workshops to present information and receive oral and written comments from the public. ATN encourages the public to attend a Community Workshop for the proposed update of it Title VI Plan.

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

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

Anaheim Transportation Network
1354 S. Anaheim Blvd., Anaheim, CA 92805
714-563-5287 or 714-563-5289 (fax)
artinfo@atnetwork.org (e-mail)

THE ANNOUNCEMENT IS DIRECTED GIVEN that Anaheim Transportation Network Board of Directors will hold three public workshops and a public hearing based on the following schedule in January 2021:

Public Conference:

Tuesday, January 12	1:30 PM
Tuesday, January 19	5:30 PM
Thursday, January 21	5:30 PM

Public hearing:

Wednesday, January 27	3:00 PM
-----------------------	---------

Virtual attendance instructions can be found at rideart.org/privacy-policy/title-vi/

ATN office is located at 1354 S. Anaheim Blvd., Anaheim, CA, and Public Hearing is in the Visit Anaheim Executive Conference Room at 2099 S. State College Blvd. 6th Floor Conference Room. The public hearing will be aimed at approving ATN's Title VI Plan and Program.

Presentation, Title VI / Equity Analysis and other appropriate information, will be available for public examination. The comments will become part of a formal public hearing and will be reviewed when making a decision in the future.

LA RED DE TRANSPORTE DE ANAHEIM QUIERE SU OPINIÓN: EN LOS TALLERES DE la comunidad: ATN programa la serie de talleres comunitarios para presentar información y recibir comentarios orales y escritos del público. LA ATN alienta al público a asistir a un Taller Comunitario para la actualización propuesta del Plan Vi.

EN LA AUDIENCIA Pública, la Junta Directiva de ATN ofrecerá a las personas u agencias interesadas la oportunidad de presentar, ya sea oralmente o por escrito, pruebas y recomendaciones con respecto al Plan Título VI de la ATN.

SE INVITA A TODAS LAS PARTES Interesadas a presentar, oralmente o por escrito, pruebas y recomendaciones con respecto al Plan Título VI de la ATN y todos los documentos justificativos y los Planes correspondientes. Los comentarios escritos o una solicitud de información adicional pueden dirigirse a:

Anaheim Transportation Network
1354 S. Anaheim Blvd., Anaheim, CA 92805
714-563-5287 o 714-563-5289 (fax)
artinfo@atnetwork.org (correo electrónico)

EL ANUNCIO ESTÁ DIRIGIDO DADO que el Consejo de Administración de Anaheim Transportation Network celebrará tres talleres públicos y una audiencia pública basada en el siguiente calendario en enero de 2021:

Conferencia Pública:

Martes 12 de enero	1:30 PM
Martes 19 de enero	5:30 PM
Jueves 21 de enero	5:30 PM

Audiencia pública:

Miércoles 27 de enero	3:00 PM
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Las instrucciones de asistencia virtual se pueden encontrar en rideart.org/privacy-policy/title-vi/

La oficina de ATN se encuentra en 1354 S. Anaheim Blvd., Anaheim, CA y audiencias públicas en la Sala de Conferencias Ejecutivas de Visit Anaheim en 2099 S. State College Blvd., 6th Floor Conference Room. La audiencia pública estará dirigida a aprobar el Plan y Programa título VI de ATN.

Presentación, Título VI / Análisis de equidad, y otra información apropiada estará disponible para el examen público. Los comentarios pasarán a formar parte de una audiencia pública formal y se revisarán al tomar una decisión en el futuro.

ANAHEIM TRANSPORTATION NETWORK MUÓN ĐẦU VÀO CỦA BẠN: TẠI HỘI THẢO CỘNG ĐỒNG: ATN dự kiến loạt hội thảo cộng đồng để trình bày thông tin và nhận được ý kiến bằng miệng và bằng văn bản từ công chúng. ATN khuyến khích công chúng tham dự Một Hội thảo Cộng đồng để cập nhật đề xuất của Kế hoạch Tiêu đề VI.

TẠI BUỔI ĐIỀU TRẦN Công Cộng, Hội Đồng Quản Trị ATN sẽ cho phép những người hoặc cơ quan quan tâm có cơ hội nộp, bằng miệng hoặc bằng văn bản, bằng chứng và khuyến nghị đối với Kế hoạch Tiêu đề VI của ATN.

TẤT CẢ CÁC BÊN quan tâm được mời nộp, bằng miệng hoặc bằng văn bản, bằng chứng và khuyến nghị liên quan đến Kế hoạch Tiêu đề VI của ATN và tất cả các tài liệu hỗ trợ và Kế hoạch tương ứng. Ý kiến bằng văn bản hoặc yêu cầu cung cấp thêm thông tin có thể được gửi đến:

Mạng lưới giao thông Anaheim
1354 S. Anaheim Blvd., Anaheim, CA 92805
714-563-5287 hoặc 714-563-5289 (fax)
artinfo@atnetwork.org (e-mail)

THÔNG BÁO ĐƯỢC ĐƯA RA rằng Hội đồng Quản trị Mạng Anaheim Transportation sẽ tổ chức ba hội thảo công khai và một phiên điều trần công khai dựa trên lịch trình sau đây vào tháng 1 năm 2021:

Hội nghị công cộng:

Thứ ba, ngày 12 tháng một	1:30 PM
Thứ ba, ngày 19 tháng một	5:30 PM
Thứ năm, ngày 21 tháng một	5:30 PM

Phiên điều trần công khai:

Thứ Tư, ngày 27 tháng 1	3:00PM
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Hướng dẫn tham dự ảo có thể được tìm thấy tại rideart.org/privacy-policy/title-vi/

Văn phòng ATN tọa lạc tại 1354 S. Anaheim Blvd., Anaheim, CA, và điều trần công cộng trong phòng hội nghị điều hành Visit Anaheim tại 2099 S. State College Blvd., 6th Floor Conference Room. Buổi điều trần công khai sẽ nhằm mục đích phê duyệt Kế hoạch và Chương trình Tiêu đề VI của ATN.

Trình bày, Tiêu đề VI / Phân tích công bằng, và các thông tin thích hợp khác sẽ có sẵn để kiểm tra công khai. Các ý kiến sẽ trở thành một phần của một buổi điều trần công khai chính thức và sẽ được xem xét khi đưa ra quyết định trong tương lai.

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



NOTICE OF

Anaheim Transportation Network

TITLE VI PLAN UPDATE

PUBLIC WORKSHOPS

January 12, 2021

1:30 PM

January 19, 2021

5:30 PM

January 21, 2021

5:30 PM

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

PUBLIC HEARING

January 27, 2021

3:00 PM

Visit Anaheim
6th Floor Conference Room
2099 S. State College Blvd.
Anaheim, CA 92806

Virtual attendance information can be
found at
rideart.org/privacy-policy/title-vi/


SUBMIT WRITTEN COMMENTS

January 25, 2021:

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




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




ATN
Anaheim Transportation Network

Notification of Title VI Protection




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


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



888-584-2787



atl@atnusa.com



1314 Anaheim Blvd.
Anaheim, CA 92801

To request Title VI information or file a complaint in another language, visit [atl.usa.gov](#).

Để nhận thông tin hoặc nộp đơn khiếu nại về các dịch vụ khác nhau của chúng tôi, vui lòng truy cập [atl.usa.gov](#).


Để yêu cầu thông tin và các quyền của bạn về các dịch vụ khác nhau của chúng tôi, vui lòng truy cập [atl.usa.gov](#).

要 求 其 他 语 言 的 信 息 或 以 其 他 语 言 提 交 投 诉 请 访 问 [atl.usa.gov](#)。

要 求 其 他 语 言 的 信 息 或 以 其 他 语 言 提 交 投 诉 请 访 问 [atl.usa.gov](#)。

Uppering handling by Title VI (Title VI) in compliance with [regulations on equal opportunity](#) (equal opportunity regulations).

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ATN is a family of mobility services offered in & around the Anaheim area currently including ART and FRAM.

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

*President John F. Kennedy
1963*



Title VI Coordinator
Anaheim Transportation Network
1354 S. Anaheim Blvd
Anaheim, CA 92805
888-364-ARTS (2787)
www.RideART.org

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



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

Anaheim Transportation Network
1354 S. Anaheim Blvd.
Anaheim, CA 92805
888-364-ARTS (2787)
714-563-5289
www.RideART.org

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

DISCRIMINATION PROHIBITED BY TITLE VI

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

ATN TITLE VI POLICY STATEMENT

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

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

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

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

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

ATN'S LIMITED ENGLISH PROFICIENCY POLICY STATEMENT

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

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

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

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

WHO MAY FILE A TITLE VI COMPLAINT

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

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

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

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

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

ATN Language Assistance Measures:

[RideART.org](https://rideart.org) >> [Title VI](#)

What is Title VI?

Title VI of the Civil Rights Act of 1964 is a federal statute that provides that no person shall be discriminated against or denied benefits on the ground of race, color, or national origin, in programs and services that receive federal financial assistance. As such, to ensure that ATN customers are not discriminated against, we have adopted policies that promote equal access and quality service to all our customers.

[ATN 2018 Title VI Plan \[PDF\]](#)

[Title VI Brochure \[PDF\]](#)

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** Esta página contiene enlaces PDF. [Google Translate](#) es una herramienta gratuita que puede traducir documentos PDF. [Haga clic aquí para obtener instrucciones](#). **

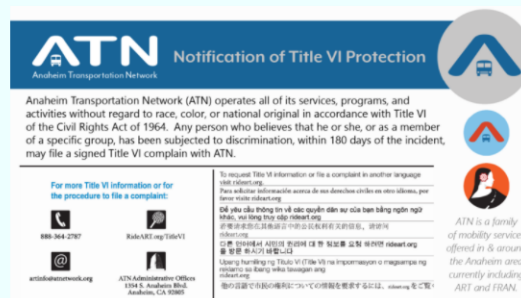
**Trang này chứa các liên kết PDF. [Google Translate](#) là một công cụ miễn phí có thể dịch các tài liệu PDF. [Bấm vào đây để xem hướng dẫn](#). **

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List of languages included on ATN's Notification of Title VI Protection and on website:

1. English
2. Spanish
3. Vietnamese
4. Chinese
5. Korean
6. Filipino
7. Japanese

Additional Language Assistance Measures:

[RideART.org](#) >> [Title VI](#)

Download the RideART app for quick & easy purchase of mobile tickets!

1-811 (888) 364-2787

Select Language ▼

› Select Language	Bulgarian	Esperanto	Haitian Creole	Italian	Latin	Mongolian	Russian	Spanish	Ukrainian
Afrikaans	Catalan	Estonian	Hausa	Japanese	Latvian	Myanmar (Burmese)	Samoan	Sundanese	Urdu
Albanian	Cebuano	Filipino	Hawaiian	Javanese	Lithuanian	Nepali	Scots Gaelic	Swahili	Uyghur
Amharic	Chichewa	Finnish	Hebrew	Kannada	Luxembourgish	Norwegian	Serbian	Swedish	Uzbek
Arabic	Chinese (Simplified)	French	Hindi	Kazakh	Macedonian	Odia (Oriya)	Sesotho	Tajik	Vietnamese
Armenian	Chinese (Traditional)	Frisian	Hmong	Khmer	Malagasy	Pashto	Shona	Tamil	Welsh
Azerbaijani	Corsican	Galician	Hungarian	Kinyarwanda	Malay	Persian	Sindhi	Tatar	Xhosa
Basque	Croatian	Georgian	Icelandic	Korean	Malayalam	Polish	Sinhala	Telugu	Yiddish
Belarusian	Czech	German	Igbo	Kurdish (Kurmanji)	Maltese	Portuguese	Slovak	Thai	Yoruba
Bengali	Danish	Greek	Indonesian	Kyrgyz	Maori	Punjabi	Slovenian	Turkish	Zulu
Bosnian	Dutch	Gujarati	Irish	Lao	Marathi	Romanian	Somali	Turkmen	

Protecting Your Rights: Title VI

What is Title VI?

Title VI of the Civil Rights Act of 1964 is a federal statute that provides that no person shall be discriminated against or denied benefits on the ground of race, color, or national origin, in programs and services that receive federal financial assistance. As such, to ensure that ATN customers are not discriminated against, we have

ATN

Anaheim Transportation Network

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

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

To request Title VI information or file a complaint in another language visit [rideart.org](#).
Para solicitar información acerca de sus derechos civiles en otro idioma, por favor visite [rideart.org](#).
Để yêu cầu thông tin về các quyền dân sự của bạn bằng ngôn ngữ khác, vui lòng truy cập [rideart.org](#).

ATN is a family



If you need assistance in another language, please call 888-364-2787.



ATTACHMENT D: Limited English Proficiency Plan



Anaheim Transportation Network

Limited English Proficiency Plan



Adopted: 02-27-2013
Revision Dates: 03-25-2015
06-06-2018
01-27-2021

INTRODUCTION

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

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

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

ATN's LEP Implementation Plan was adopted by the ATN Board of Directors on February 27, 2013. ATN Board of Directors approved LEP Implementation Plan update on May 27, 2015; June 6, 2018 and January 27, 2021.

ATN'S LEP IMPLEMENTATION PLAN

United States Department of Justice (DOJ) developed a Four Factor Analysis to establish a Safe Harbor threshold of 1,000 speakers, or five (5) percent of the population, whichever less is. Nineteen languages in United States meet this criteria. In Orange County, Spanish and Vietnamese, at 26.5 percent at 5.8 percent respectively, are the two languages that meet this criteria. Based on the 2010 Census (and 2019 Census update), the ATN determined that the Anaheim's Spanish speaking population (meet the DOJ Safe Harbor threshold. In addition, ATN utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed its Four Factor Analysis for LEP Plan development.

The DOT maintains that public transit agencies can retain LEP ridership even after they become proficient in English if his/her experience with public transportation is positive. Additionally, the Federal Transit Administration (FTA) has determined that conducting a LEP needs assessment based on a Four Factor Analysis ensures that a transit agency can know and understand the LEP population in its service area and be in a better position to implement a cost-effective mix of language assistance measures that target resources appropriately.

FOUR FACTOR ANALYSIS

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

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

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

FACTOR ONE

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

In addition, internal data sources, such as requests for translation services and surveys, are utilized to determinate the approximate number of LEP persons age 5 years and older. ATN also monitors website activity, specifically requests a Google Analytics report on session conducted by customers in languages other than English. Table 1.1 provides information on sessions conducted in a foreign language through December 2019.

ATN defines a LEP person as those individuals limited by the ability to speak English less than "very well" or "not at all" as reported by the U.S. Census Bureau.

EXTERNAL SOURCES – U.S. CENSUS BUREAU

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

Table 1:
Anaheim Racial Break-Down Total Population 360,063¹

Race & Origin	Population	Percentage of Population
White	108,379	30.10%
Black/African American	7,749	2.01%
American Indian & Alaska Native	1,462	0.42%
Asian	51,554	13.02%
Asian Indian	4,908	1.42%
Chinese	5,153	1.49%
Filipino	13,864	4.00%
Japanese	1,897	0.55%
Korean	7,501	2.16%
Vietnamese	17,896	5.16%
Other Asian	4,339	1.25%
Native Hawaiian & Other Pacific Islander	1,687	0.44%
Hispanic	189,232	54.01%
Mexican	164,064	47.31%
Puerto Rico	1,649	1.48%
Cuban	1,110	1.32%
Other Latino/Hispanic	9,122	3.90%
Total Population	360,063	

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

The two languages, which meet both criteria, are Spanish at 54.01 percent and Vietnamese at 5.16 percent of the LEP population that speaks English less than “very well” or “not at all” in the City of Anaheim.

Additional four (4) languages meet the DOJ Safe Harbor threshold of 1,000 speakers, but only two languages meet the five percent threshold. Considering that Asian and Pacific Islander nations are grouped together by government classifications and 2019 American Community Survey in aggregate by regions, national identity and ethnic background, with two major groups being Indo-European and Pacific Islander.

¹ Source: 2016-2019 American Community Survey

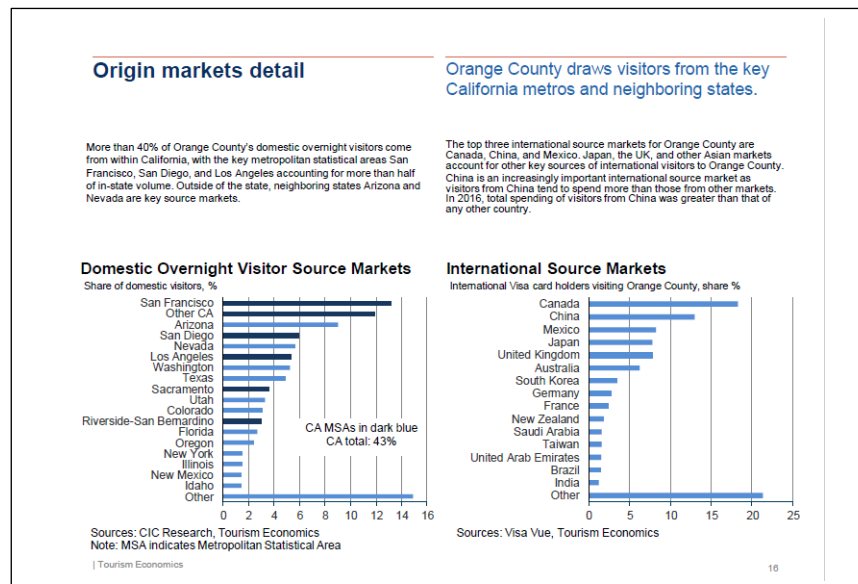
Table 2:
LEP Speakers by Language in Anaheim Safe Harbor Provision
Total Population 360,063 (Age 5 Years and Older)

Language	Total Population	Percentage of Total Population
Chinese	5,153	1.49%
Filipino	13,864	4.00%
Korean	7,501	2.16%
Vietnamese	17,896	5.16%
Hispanic	54.01%	189,232

The two languages, which meet both criteria, are Spanish at 54.01 percent and Vietnamese at 5.16 percent of the LEP population that speaks English less than “very well” or “not at all” in the City of Anaheim.

Additional four (4) languages meet the DOJ Safe Harbor threshold of 1,000 speakers, but only two languages meet the five percent threshold. Considering that Asian and Pacific Islander nations are grouped together by government classifications and 2019 American Community Survey in aggregate by regions, national identity and ethnic background, with two major groups being Indo-European and Pacific Islander. In addition to the traditional US Census information, ATN gathers information pertaining to its unique traveling demographic. ATN uses lodging and travel information gathered by Visit Anaheim and Visit California² to ascertain language assistance that maybe needed aboard ART system. According to the report, 48.24 million individuals traveled to Orange County in 2019. Approximately 4.4 million visitors were from foreign countries. Table 2.2 represents information on foreign visitation to Orange County.

TABLE 2.2
Foreign Visitation to Orange County



² Orange County Tourism Economic Study Report_2019

FACTOR TWO

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

EXTERNAL RESOURCES

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

Table 3
Means of Transportation³

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

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

As discussed as part of Factor One analysis, ATN uses lodging and travel information gathered by Visit Anaheim and Visit California⁴ to ascertain language assistance that maybe needed aboard ART system. According to the report, 48.24 million individuals traveled to Orange County in 2019. Approximately 4.4 million visitors were from foreign countries. Table 2.2 (above) represents information on foreign visitation to Orange County.

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

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

These languages are covered by the Save Harbor requirements.

FACTOR THREE

The Factor Three analysis documents the nature or importance of ATN services, programs, or activities provided to LEP individuals. The consideration of Factor Three was conducted using pre_Covid 19 data,

³ Source: US Census Bureau 2019 American Community Survey

⁴ Orange County Tourism Economic Study Report_2019

in anticipation of return to pre-Covid 19 levels of operations within the term of the ATN 2021 Title VI Plan Update.

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

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

Ongoing ATN Customer Satisfaction Survey efforts reveal that Anaheim residents, employees and visitor utilize transportation services for the purpose of commuting to work offered at major city's event centers and visitors use ATN services in lieu of reliance on personal automobiles. Over 9.7 million annual passengers use ATN services.

ATN will need to closely monitor re-opening of the local economy and work to re-build use of public transit services and the usage to the pre-Covid 19 growth levels of three percent per year.

FACTOR FOUR

The Factor Four analysis documents the resources available to the recipient of federal funds to assure meaningful access to the service by LEP persons. ATN ensures that pertinent information is available regarding services, programs, and activities including surveys, bus routes and fares, public service announcements and information on the buses, as well as in the Administrative Office buildings. ATN is also deploying and making available to the public, through mobile applications, Google Translate services on Mobile Control Tablets used by the ATN Operators and through applications on mobile phones.

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

Vital documents are defined as those documents without which a person would be unable to access services. The following are written communications that are available in applicable languages and can be translated into any language covered by Google Translate:

- ATN System Map
- Rider Alerts
- Title VI Protection Notifications

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

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

LANGUAGE ASSISTANCE MEASURES

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

VITAL DOCUMENTS

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

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

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

STAFF TRAINING

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

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

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



ATTACHMENT E: Notification of Protection Under Title VI/Complaint Procedure & Form



Anaheim Transportation Network

Notification of Title VI Protection



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

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



888-364-2787



RideART.org/TitleVI



artinfo@atnetwork.org



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

To request Title VI information or file a complaint in another language
visit rideart.org.

Para solicitar información acerca de sus derechos civiles en otro idioma, por
favor visite rideart.org

Để yêu cầu thông tin về các quyền dân sự của bạn bằng ngôn ngữ
khác, vui lòng truy cập rideart.org

若要请求您在其他语言中的公民权利有关的信息, 请访问
rideart.org

다른 언어에서 시민의 권리에 대한 정보를 요청 하려면 rideart.org
을 방문 하시기 바랍니다

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

他の言語で市民の権利についての情報を要求するには、rideart.org をご覧

*ATN is a family
of mobility services
offered in & around
the Anaheim area
currently including
ART and FRAN.*

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

*President John F. Kennedy
1963*



Title VI Coordinator
Anaheim Transportation Network
1354 S. Anaheim Blvd
Anaheim, CA 92805
888-364-ARTS (2787)
www.RideART.org

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



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

Anaheim Transportation Network
1354 S. Anaheim Blvd.
Anaheim, CA 92805
888-364-ARTS (2787)
714-563-5289
www.RideART.org

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

DISCRIMINATION PROHIBITED BY TITLE VI

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

ATN TITLE VI POLICY STATEMENT

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

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

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

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

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

ATN'S LIMITED ENGLISH PROFICIENCY POLICY STATEMENT

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

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

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

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

WHO MAY FILE A TITLE VI COMPLAINT

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

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

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

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

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



Anaheim Transportation Network

Title VI Complaint Procedure

Any person who believes may have been discriminated against on the basis of race, color, or national origin by Anaheim Transportation Network (ATN) may file a Title VI complaint by completing and submitting ATN's Title VI Complaint Form. ATN investigates complaints received no more than 180 days after the alleged incident. ATN will process complaints that are complete.

Within 10 business days of receiving the complaint, ATN's Title VI Program Administrator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

ATN has 30 days to investigate the complaint. If more information is needed to resolve the case, ATN may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Administrator investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, ATN can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

Following the investigation, the Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the ATN's closure letter or the LOF to do so.

Complainants may submit written complaints directly to ATN:

Anaheim Transportation Network
Araceli Castaneda, Title VI Administrator
Anaheim Transportation Network
1354 S. Anaheim Blvd.
Anaheim, CA 92806

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Reasonable Accommodation

In cases where the complainant is unable or incapable of providing a written statement but wishes the ATN or the FTA to investigate alleged discrimination, a verbal complaint of discrimination may be made. The complainant will be interviewed by an appropriate official authorized to receive complaints. If necessary, the official will assist the complainant in converting verbal complaints to writing. Translation services will be provided to all complainants, as necessary. All complaints must, however, be signed by the complainants or his/her representative.



Anaheim Transportation Network

Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply): [] Race [] Color [] National Origin Date of Alleged Discrimination (Month, Day, Year): _____ Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

Section V	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name: _____	
Title: _____	
Agency: _____	
Address: _____	
Telephone: _____	
Section VI	
Name of agency complaint is against: _____	
Contact person: _____	
Title: _____	
Telephone number: _____	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Anaheim Transportation Network
 Araceli Castaneda, Title VI Administrator
 1354 S. Anaheim Blvd
 Anaheim, CA 92805



ATTACHMENT F: Major Service and Fare Change Policy



Anaheim Transportation Network

Major Service & Fare Change Policy



JUNE 2016
MAY 2018
JANUARY 2021



I. INTRODUCTION

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

II. PURPOSE

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

III. DEFINITIONS

1. DISPARATE IMPACT

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

2. DISPARATE TREATMENT

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

3. LOW-INCOME PERSONS & AREAS

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

4. LOW-INCOME TRANSIT ROUTE

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

5. MINORITY PERSONS & AREA

Minority persons include American Indian and Alaska Native, Asian, Black or African American, Latino, and Native Hawaiian and Other Pacific Islander as defined in the FTA Title VI Circular.



“Minority Areas” are residential land use areas within census tracts where the percentage of minority persons is higher than the City of Anaheim average.

6. MINORITY TRANSIT ROUTE

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

7. SEASONAL SERVICE AND SPECIAL EVENTS

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

8. TEMPORARY DETOURS & CLOSURES

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

IV. POLICY

1. MAJOR SERVICE CHANGE

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

a. ROUTE ALIGNMENT REDUCTION OR ELIMINATION

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

b. ROUTE ALIGNMENT EXTENSION OR NEW ROUTE

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

c. ROUTE SERVICE HOUR CHANGE

- Increase or decrease of the following levels of service on a route within 12-months:



- Weekday service increase or decrease of twenty five percent (25%) of more annualized Vehicle Revenue Hours; or
- Weekend service increase or decrease of twenty five percent (25%) of more annualized Vehicle Revenue Hours; or

d. SYSTEM-WIDE SERVICE HOURS CHANGE

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

2. FARE CHANGE

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

3. DISPARATE IMPACT THRESHOLD

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

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



d. **System-wide Service Hour Change**

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

e. **FARE CHANGE**

All fare increases and decreases are subject to equity analysis.

f. **PUBLIC INVOLVEMENT**

The public engagement in the development of the proposed Service and Fare Changes is documented in the ATN's Public Participation Plan. ATN's Public Participation Plan also documents outreach activities required prior to a major service or fare change.

ATN will use thresholds outlined in Figure 1 to its determination and further analyses related to disproportionate and disparate impacts.

Figure 1 – Disparate and Disproportionate Analysis Thresholds

System-Wide Population Data (ACS)				
Total Population	Minority Population	Minority Population %	Low-Income Population	Low-Income Population %

Affected Route Population Data				
Population Affected	Minority Population	Minority Population %	Low-Income Population	Low-Income Population %

Disparate Impact Analysis		
Minority Adverse Impact:	Over 50%	Disparate Impact
Non-Minority Adverse Impact:		

Disproportionate Burden Analysis		
Low-Income Adverse Impact:	Over 50%	Disproportionate Burden



Non-Low-Income Adverse Impact:		
-----------------------------------	--	--

V. EXCEPTIONS

1. The following are exceptions to the Major Service Change Policy and do not require an equity analysis:
 - Seasonal Service Changes
 - Temporary Detours & Closures
 - Adjustment to ART Lines during their first three (3) years of service including elimination of service
 - Splitting or combining routes where the changes would not otherwise constitute a major service change
 - Special Event Service operating for a limited period of time
 - Routes designed to act as extensions of rail service, linked to specific rail schedules established by a rail operator
 - Service changes implemented in response to an emergency situation
2. The following are exceptions to the Fare Change Policy and do not require an equity analysis:
 - Free-fare or reduced fare promotions of less than 90 days in duration
 - Seasonal passes and fares
 - Group passes and fares



ATTACHMENT G: Equity Analysis and Title VI Assessment for the Fare Amendment



Equity Analysis and Title VI Assessment



**for the ATN Family of Services
Fare Adjustment and Service Modification**



Approved January 27, 2021

Anaheim Transportation Network
1354 S. Anaheim Blvd Anaheim, CA 92805
P: 714-563-5287 • E: Info@atnetwork.org
Web Address: www.RideART.org



INTRODUCTION

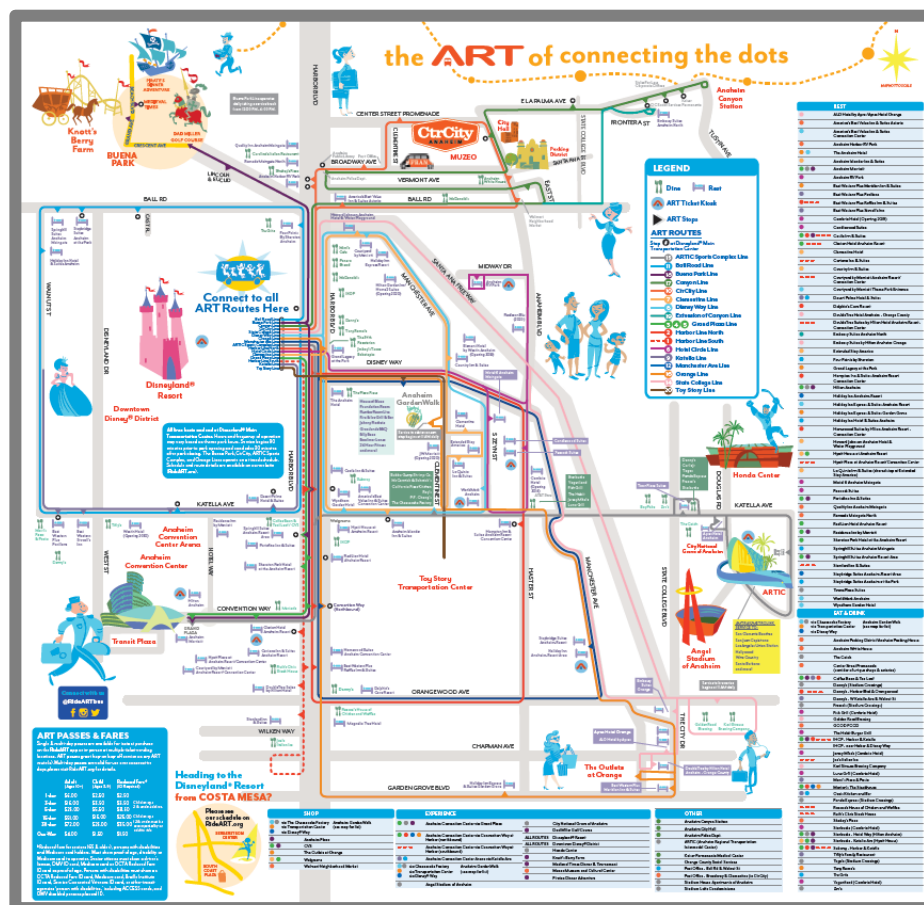
This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1A which requires under Title VI of the Civil Rights Acts of 1964. The Anaheim Transportation Network (ATN) is required to evaluate proposed service expansion at the planning and programming stages to determine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

BACKGROUND AND REASON FOR ADJUSTMENTS

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

Pre-COVID-19, ATN operated ART service along twenty-two (22) interchangeable routes. ART system offers passengers convenient transportation service between 72 employment establishments, lodging and resort areas, local destinations and attractions, convention facilities, sporting venues, and multi-modal transportation facilities. (Figure 1 – ART System Map).

Figure 1 – ART System Map – October 2019





Due to COVID-19 pandemic, in association with the proposed changes to the service delivery methodology, and in concert with the fare change policy amendment, ATN is conducting this Equity Analysis to develop procedures to rebuild Anaheim Resort Transportation (ART) passenger base, while transitioning certain services and routes to demand-responsive and dynamic service operation with touchless and cashless fare payment system.

EXISTING DEMOGRAPHIC PROFILE

PRE- and POST-COVID-19

Prior to the COVID-19 pandemic, ATN operated 22 fixed routes and one demand-responsive route. Out of 22 fixed routes, six routes operated on a printed schedule basis, with the remaining system operating on a head-way schedule. One route, called Free Rides Around the Neighborhood (FRAN), operated based on demand responsive e-hail methodology. These services were provided with a fleet of 82 buses and 10 small capacity GEM vehicles used for FRAN services. Annual ridership increased at the rate of three percent and reached 9.7 million in 2019.

Due to the Governors Safer-at-Home orders issued on March 13, 2020, ATN had to reduce its operations by 95 percent as ridership decreased at the same rate due to the closure of areas: lodging establishments, Disneyland® Resort, Anaheim Convention Center, Honda Center, Angel Stadium, Civic Center. Corresponding decrease occurred also in levels of local employment population.

Service reductions were necessary as ATN's local operating revenue sources were eliminated. Thirty percent (30%) of ATN's revenue comes from a local per-room hotel assessment fee. As lodging establishments furloughed and/or lay-off their respective labor force and closed due to COVID-19, ATN stopped collection of the assessments.

In addition to the local assessment revenue, ATN enjoyed 65 percent fare box recovery. With reduction of the labor force, closure of local businesses, theme parks, Anaheim Convention Center and all sporting venues, ridership levels reduced to single digits, eliminating this revenue source.

The remaining five percent (5%) of the ATN budget is represented by the advertising revenue and assessment of restaurant and retail establishments. Both sectors followed the same trajectory as revenue sources described above.

The City of Anaheim and ATN will closely follow research conducted by Visit California, CalTravel and California Lodging Association, as we plan to re-build travel, tourism, hospitality, convention, food & beverage, sports & entertainment businesses as we bring services employment back to pre-COVID-19 economic levels. Projections indicate that this rebuilding process will continue through 2023.

Reductions in visitation and convention travel lead, directly, to the reductions in local employment levels. These facts, precisely, attributed to the reductions in ATN service levels, ridership and revenue, thus



demanding a new approach to service provision to ensure sustainable, yet, reliable public transportation services open re-opening.

DEMOGRAPHIC PROFILE – POST COVID-19

ATN fully intends to re-build its services to pre-COVID-19 level, but taking into consideration consumer expectations, ATN plans to re-open with a new service delivery model:

1. Two (2) scheduled fixed routes will remain. Three (3) scheduled fixed routes will move to demand-responsive operating model
2. Fifteen (15) head-way operating routes will transition to demand-responsive operating model
3. One previously demand-responsive operating route - FRAN – will continue its Pre-COVID-19 operations
4. To comply with Center for Disease Control (CDC) guidance and to maintain ATN's GBAC STAR accreditation, ATN will fully transition to touchless and cashless operations
5. Cash transaction will be available only at ATN's Customer Service office located at ARTIC
6. ATN intends to extend service along two routes to include Orange County's John Wayne Airport. Service along these routes will be provided on demand-response reservation basis and represents less than 25 percent change from current operations

ATN's service area will remain unchanged within the City of Anaheim, specifically The Anaheim Resort®, Platinum Triangle™ and Center City Anaheim. Using demographic information, ATN will continue to provide public transit services to low income and/or minority populations. Based on the ATN service area (Exhibits 3.1 – 3.3), 72.9 percent of the residents represent low income and/or minority population.

Once the economy, revenue sources and ridership begin to stabilize, ATN will evaluate service needs and adjust its service levels and service delivery methodology, accordingly.

FARE ADJUSTMENT JUSTIFICATION

ATN does not plan to change its fare structure for core transportation services. ATN's fare structure will remain as approved by the ATN Board of Directors through Resolution # 2019-001 in 2019 and ATN Fare Policy (Attachment 1). ATN plans to add a new fare category for the provision of demand-responsive reservation service to Orange County's John Wayne Airport.

Revenue generated by the addition of route extension and new fare category will be used to off-set operating costs, uncertainties associated with the Post-COVID-19 operating unknowns and transition to mobile touchless ticketing.



In order to provide meaningful public participation, ATN held three public workshops on January 12, 19 and 21, 2021. Formal public hearing was held on January 27, 2021. Notices were mailed to approximately 5,840 community members. Additionally, public notices were published in the local paper prior to the public hearings. Results from public participation activities are summarized at the Public Hearing.

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

2021 Fare Category Addition

The fare change, as approved by the ATN Board of Directors are depicted in Figure 2. Adult fare passes were increased in 2003, 2005, 2008, 2012, 2017 and again in 2019.

Figure 2 — Previous Fare Increases

Year	1-day Adult Pass	3-day Adult Pass	5-day Adult Pass	Child 1-day Pass	Child 3-day Pass	Child 5-day Pass	Reduced 1-day Pass	Reduced 3-day Pass	Reduced 5-day pass	On-Demand Adult Pass	On-Demand Child Pass	On-Demand Reduced Pass
2002	\$2.00	\$5.00	\$8.00									
2003	\$3.00	\$8.00	\$10.00									
2005	\$4.00	\$10.00	\$16.00									
2008				\$1.00	\$2.00	\$4.00	\$2.00	\$5.00	\$8.00			
2012	\$5.00	\$12.00	\$20.00	\$2.00	\$3.00	\$5.00	\$2.00	\$5.00	\$8.00			
2017	\$5.50	\$14.00	\$23.00	\$2.00	\$3.00	\$5.00	\$2.00	\$5.00	\$8.00			
2019	\$6.00	\$16.00	\$25.00	\$2.50	\$3.50	\$5.50	\$2.50	\$5.50	\$8.50			
2021										\$15.00	\$7.50	\$7.50
2021 ADA Fare										\$8.00		

1.2 Revenue from Fare Increase and Adjustment

The fare increase will go into effect upon receipt of Governor's Order to allow re-open of Anaheim business establishments.



1.3 Offset ART Operating Costs

As discussed above, revenue generated by the addition of route extension and new fare category will be used to offset operating costs, uncertainties associated with the Post-COVID-19 operating unknowns and transition to mobile touchless ticketing.

1.4 Assessing Fare Adjustment Effects

This section assesses the effects of a fare change on minority and low-income populations following the procedures in FTA Circular 4702.1B Chapter IV, Section 7(b)). Information generated from ridership surveys was used in the analysis. Additionally, 2019 Census data update and Community Survey analysis were gathered to determine the percentage of the population within the ATN service that are considered minority and low-income.

1.5 ATN Demographic Profile

ATN's service area consists of areas within the City of Anaheim, specifically The Anaheim Resort® Platinum Triangle™ and Center City. Within that service area, 67.6 percent of the residents are considered minority. Minority and Non-Minority residential areas are those areas with greater than the ATN service area average and are shown in Exhibits 1.1 through 1.2. Exhibit 1.1 shows ATN's route service is within low-income residential areas, within radius of one-half mile was applied to each route. The routes in this map are based on October 2019 ART System Route Map alignments Exhibits 1.1-1.2 shows the distribution of minority populations within the ATN service area. Exhibit 1.1 indicates ART service available for population in poverty. The low-income population distribution is determined by where the per capita income is less than \$21,867. The threshold of \$21,867 is based on 80 percent of the national per capita income of \$27,334. The residential areas of low-income census tracts are displayed as low-income populations. As of October 2019, all ATN routes have greater than 50 percent of their service area within low-income areas.

Exhibits 1.1-1.3 ATN Routes and Stops with Minority and Non-Minority Areas displays the distribution of minority and non-minority residential areas within the Anaheim Transit Network service area. Minority distribution is determined by identifying census tracts where the minority population is greater than the ATN service area average of 69.9%. These areas of residential land use are displayed as Minority Residential Areas. ATN Low-Income Populations displays the distribution of low-income populations within the ATN service area.

The low-income population distribution is determined by where the per capita income is less than \$21,867. The threshold of \$21,867 is based on 80% of the national per capita income of \$27,334. The residential areas of low-income census tracts are displayed as low-income populations. As of June 2018, all ATN routes have greater than 50% of their service area within low-income areas.



Exhibits 1.1 -1.2 Minority and Low-Income Areas Fare Category Addition

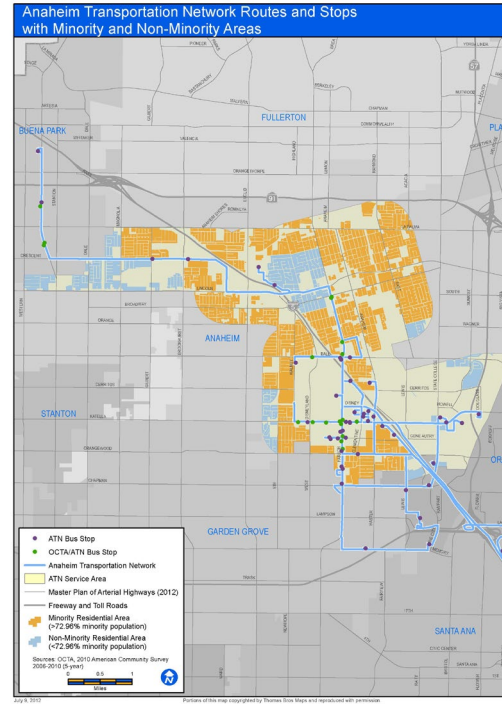
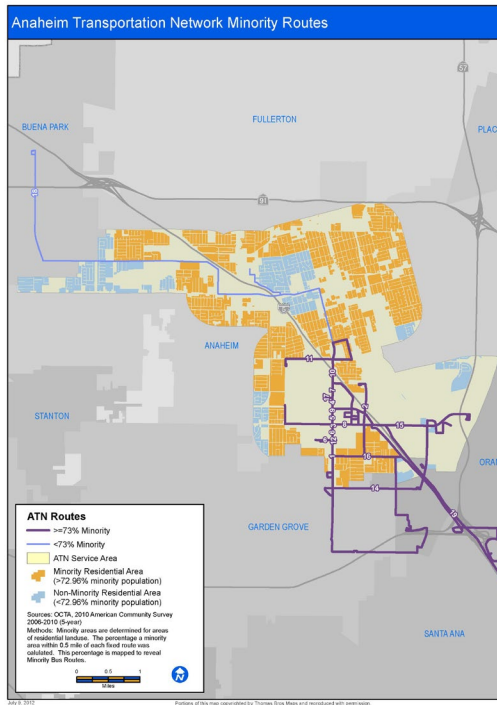


Exhibit 2 – Low-Income Census Tracts

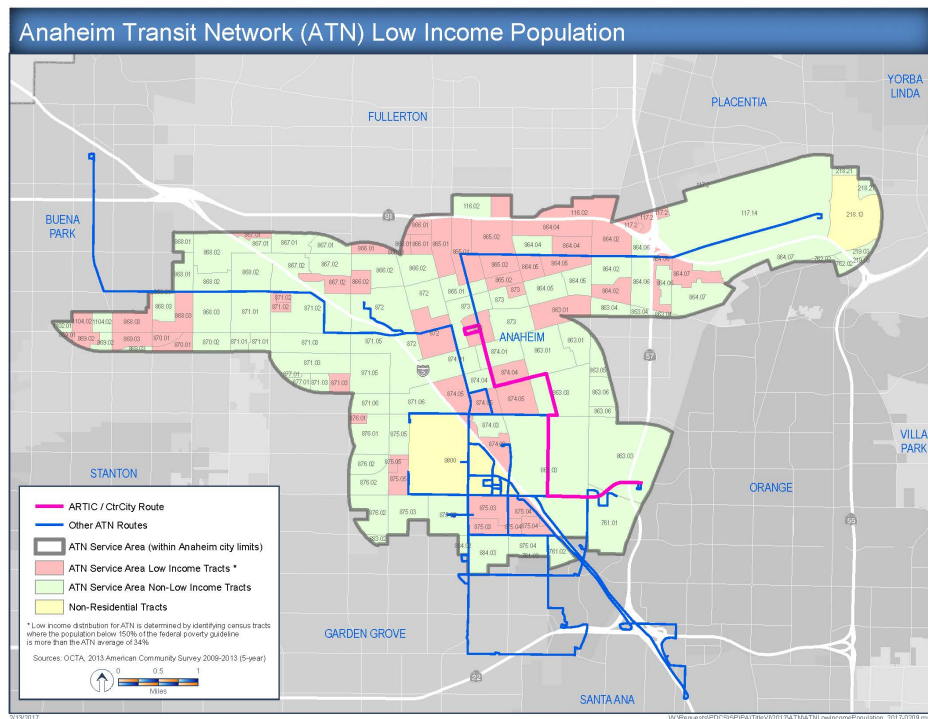
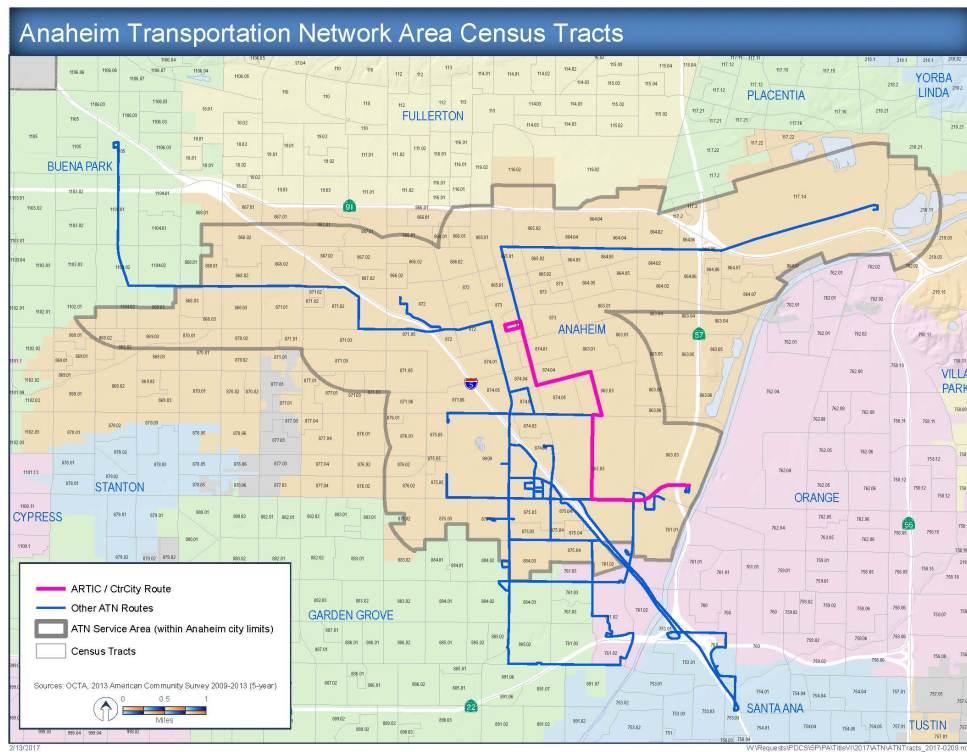




Exhibit 3 – Minority Census Tracts





DETERMINATION AND ADDITIONAL AVAILABLE TRANSPORTATION ALTERNATIVES

Based on the information presented in this Title VI analysis, ATN's new service will expand its service for connectivity with the Orange County John Wayne Airport providing Anaheim and Orange County residents with a public service option. New fare rate for this service represents a below market cost option between central Orange County cities the local airport. Analysis indicated below confirms that the proposed route extensions and addition of new fare category will have no have disproportionate and/or desperate impact on low income or minority populations.

System-Wide Population Data (2019 ACS)				
Total Population	Minority Population	Minority Population %	Low-Income Population	Low-Income Population %
360,063	251,684	69.9%	243,402	67.6%

Affected Population Data (Public Transit as a Modal Choice)				
Population Affected	Minority Population	Minority Population %	Low-Income Population	Low-Income Population %
251,684	9,815	3.9%	9,415	3.74%

Disparate Impact Analysis		
Minority Adverse Impact:	3.9%	No Disparate Impact
Non-Minority Adverse Impact:	96.1%	

Disproportionate Burden Analysis		
Low-Income Adverse Impact:	3.74%	No Disproportionate Burden
Non-Low Income Adverse Impact:	96.26%	

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

1. Other Transportation Providers

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

2. Fare Transfer Agreements

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



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

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

CONCLUSION

ATN is expanding service to increase availability of public transit options and access by the minority and low-income populations within ART service area.

ATN plans to extend current services to provide public access along public routes to the Santa Ana John Wayne Airport and add a new demand responsive fare category to the ATN Fare Policy. Since the proposed service enhancements will provide additional transit service, the service expansion would not negatively affect minority and low-income populations, suggesting there is no disproportionate impact system-wide from the service change and, therefore, no need for mitigation or alternatives.



**ATTACHMENT 1
ATN FARE POLICY**



Anaheim Transportation Network

2021 FARE POLICY



Family of Services by Anaheim Transportation Network

1354 S. Anaheim Blvd. Anaheim, CA 92805

P: 714-563-5287 • E: Info@atnetwork.org • Web Address: www.RideART.org

Questions or Comments Contact: Lynn Keller

P: 714-563-5287 • E: lkeller@atnetwork.org

ART ONE-WAY FARES

FARE CATEGORY	LOCAL FIXED ROUTE
Regular Adult (Ages 10+)	\$4.00
Regular Child (Ages 3-9)	\$1.50

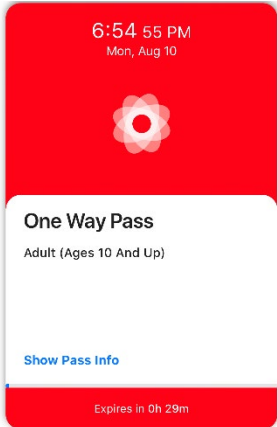
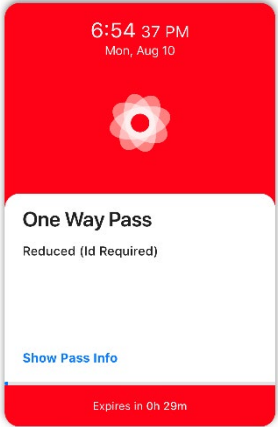
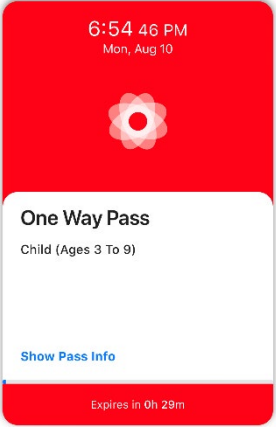
FARE CATEGORY	ON-DEMAND SNA Airport
Regular Adult (Ages 10+)	\$15.00
Regular Child (Ages 3-9)	\$7.50
Senior Citizen *	\$7.50
Disabled **	\$7.50
Companion ***	\$7.50
Personal Care Attendant ****	\$15.00

FARE CATEGORY	ADA Paratransit
Regular	\$8.00
Companion ***	\$0.00
Personal Care Attendant ****	\$0.00

REDUCED ONE-WAY FARES

Senior Citizen *	\$1.50
Disabled **	\$1.50
Companion ***	\$1.50
Personal Care Attendant ****	\$3.00

ONE-WAY FARES – Digital APP Payment

FARE TYPE ONE WAY	ART One Way Regular Adult Mobile Pass	ART One Way Reduced Mobile Pass	ART One Way Regular Child Mobile Pass
Fixed Route	Yes	Yes	Yes
Price	\$4.00	\$1.50	\$1.50
Digital Passes			

Paper tickets for all Anaheim Transportation Network (ATN) public transit modes are available for purchase at the main ATN Customer Services Center located on the 1st floor of Anaheim Regional Transportation Center (ARTIC) at 2626 East Katella Avenue, Anaheim, CA 92806, for passengers who do not have access to Smart Phones or need to process cash transactions.


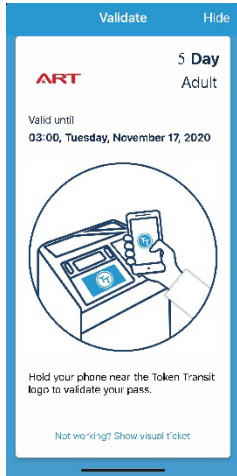
ARTIC Customer Service Center is open seven days per week from 8:00 AM – 4:30 PM. ARTIC Customer Service Center is closed on Thanksgiving, Christmas, and New Year's days.

For the purchase of reduced fare passes, all passengers must present a valid form of identification such as:

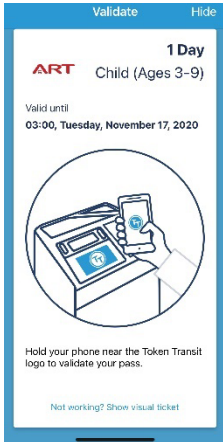
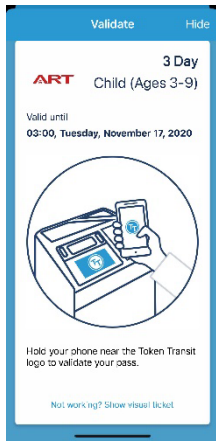
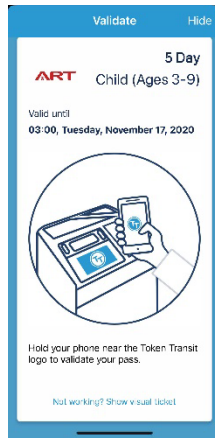
- Medicare Card of any other form of government issued identification
- Pre-approved American with Disabilities (ADA) applicants
- Companion identification is required for anyone who travels with a senior and/or a person with disabilities
- One personal care attendant is allowed and is defined as a person who assists the ADA-eligible person to board, ride and disembark

PRE-PAID ANAHEIM RESORT TRANSPORTATION (ART) MOBILE PASSES Available through TRIPSHOT Mobile Application

Only Valid ART Passes will be accepted on ATN family of public transit services

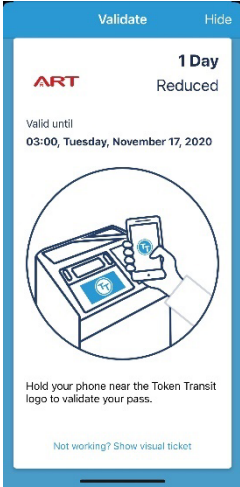
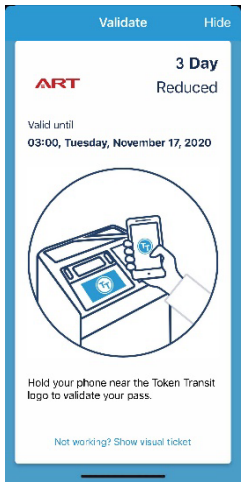
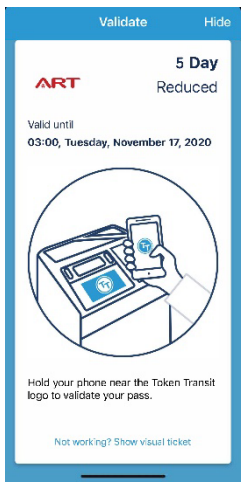
FARE TYPE ADULT	ART 1-Day Regular Adult Mobile Pass	ART 3-Day Regular Adult Mobile Pass	ART 5-Day Regular Adult Mobile Pass
Fixed Route	Yes	Yes	Yes
Price	\$6.00	\$15.00	\$25.00
Digital Pass			

FARE TYPE	ART 15-Day Regular Pass	ART 30-Day Regular Pass
Price	\$50.00	\$69.00
Fixed Route	Yes	Yes

FARE TYPE CHILD*	ART 1-Day Regular Child Mobile Pass	ART 3-Day Regular Child Mobile Pass	ART 5-Day Regular Child Mobile Pass
Fixed Route	Yes	Yes	Yes
Price	\$2.50	\$3.50	\$5.50
Digital Passes			


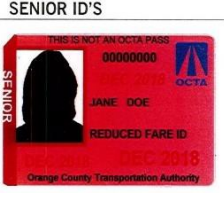

FARE TYPE	ART 15-Day Regular Child Pass	ART 30-Day Regular Child Pass
Price	\$15.00	\$25.00
Fixed Route	Yes	Yes

**Children age three and under may ride all ATN services free of charge
Child Fare applying to all children age three to nine. Children nine and older pay Adult fare
Operators may request identification verification upon boarding*

FARE TYPE REDUCED**	ART 1-Day Reduced Mobile Pass	ART 3-Day Reduced Mobile Pass	ART 5-Day Reduced Mobile Pass
Fixed Route	Yes	Yes	Yes
Reduced Price	\$2.50	\$5.50	\$8.50
Digital Passes			



FARE TYPE REDUCED	ART 15-Day Reduced Fare Pass	ART 30-Day Reduced Fare Pass
Price	\$25.00	\$35.00
Fixed Route	Yes	Yes

Acceptable Forms of Identification

FARE TYPE REDUCED	OCTA Disabled Reduced Fare ID CARD	OCTA Senior Citizen ID CARD	OCTA Mobility Trainer No Fare ID	OCTA ACCESS Reduced Fare ID CARD
Price Half Fare Policy	\$1.50 or a valid ART Day Pass	\$1.50 or a valid ART Day Pass	\$1.50 or a valid ART Day Pass	\$1.50 or a valid ART Day Pass
Fixed Route	Yes	Yes	Yes	Yes
Look for the date stamped on the back of the pass If pass is illegible, use the "READ CARD" option of the Farebox				

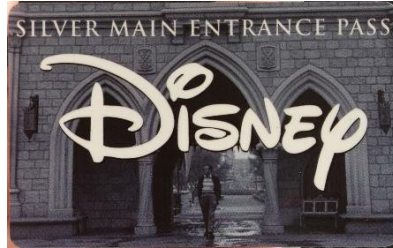

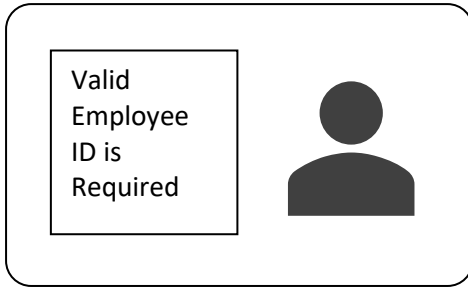
****See Page 1 for qualification and identification information**
Operators may request identification verification upon boarding

National Identification Card

FARE TYPE	Medicare Card	Disabled Card	DMV Placard IS Receipt
Price	\$1.50 or a valid ART Day Pass	\$1.50 or a valid ART Day Pass	\$1.50 or a valid ART Day Pass
Fixed Route	Yes	Yes	Yes
	 Medicare Card		 DMV Placard Receipt

FARE TYPE	Veteran ID CARD	New Veteran ID CARD	Braille Institute ID CARD
Price	\$1.50 or a valid ART Day Pass	\$1.50 or a valid ART Day Pass	\$1.50 or a valid ART Day Pass
Fixed Route	Yes	Yes	Yes
<p>Look for the date stamped on the back of the pass</p> <p>If the pass is illegible, use the “READ CARD” option on the <i>Farebox</i></p>	 Service Connected Veteran ID Card		 Braille Institute ID Card

Pre-Approved Complimentary Access Passes

FARE TYPE	Walt Disney Company Silver Pass
Fixed Route	Yes
<p>Pass holder and three (3) passengers</p> <p>Pass holder must be present at boarding</p>	
FARE TYPE	ATN/ATN Contractor Employee Pass
Fixed Route	Yes
<p>ATN & Contractor Employee's and Family members</p> <p>Employee must be present at boarding</p>	
<p><i>Show Your Pass & Ride Program</i></p> <p>Available to all employees and associates of ATN members</p>	

FRAN – Center City Anaheim



- 1 It starts with the **CtrCity Anaheim** app.



Search "CtrCity Anaheim" in the Android or Apple App Store. Download and create a free log-in.



- 2 Then request a fast and free FRAN ride.

Select your pick-up & drop-off stop.

Stops are close to parking structures and all the hot spots and happenings like Center St, City Hall, & the Packing House.

Tell us about your group

Only groups of five or less. Children must be over 40 lbs. Accessible vehicles available.

Wait for FRAN at the stop

Pick-ups and drop-offs only occur at the fixed stop. Look for the FRAN sign.



- 3 Time to explore Center City's local hot spots and happenings.

What is FRAN?

Offering **Free Rides Around** (the) **Neighborhood**, **FRAN** is where convenience and unique experience meet. With a fleet of sustainable electric vehicles, this on-demand micro-transit system in Center City Anaheim is a game changer for locals and visitors alike.

It's #FRANtastic!



Meet Francisca Avila Rimpau:

A Mother of Anaheim.
Trailblazer, business owner
and socialite.
One of our first,
but far from our last.

Questions? Visit RideFRAN.com
or call (888)364-2787





ATTACHMENT H: ATN ADA Plan



ADA Complementary Paratransit Plan

Adopted
Updated
Updated
Updated

July 2012
March 2015
May 2019
January 2021



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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

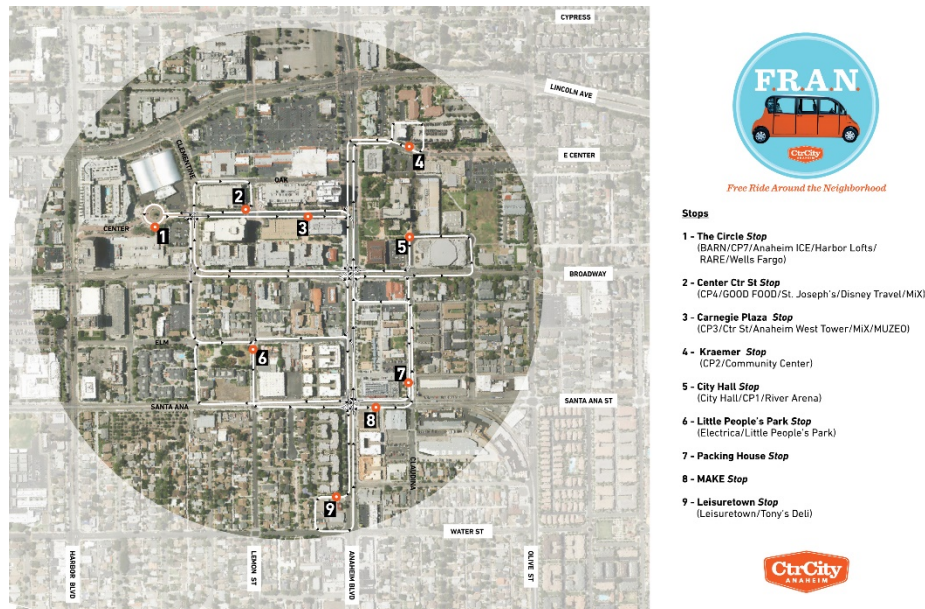
The Anaheim Resort Transportation (ART) is a service of the Anaheim Transportation Network (ATN). ART is a public transportation system for the residents, employees and visitors of the City of Anaheim and the greater Anaheim Resort area, including the cities of Garden Grove, Buena Park, Santa Ana, and 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
May 2019
January 2021





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

Anaheim Transportation Network
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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"/>	
Language (ability) Check all that apply:	English <input type="checkbox"/> Spanish <input type="checkbox"/> Other (please specify) _____	
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: <ul style="list-style-type: none"> <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 		
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/>



Hours of Operation

ATN PARATRANSIT HOURS

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

ATN Paratransit Service Map

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 device



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