



El Paso Transportation Authority

TRANSIT DEVELOPMENT PLAN



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1 INTRODUCTION

The El Paso Transportation Authority (ETA) commissioned the Texas A&M Transportation Institute (TTI) to develop a transit development plan (TDP) to support ETA's goal of becoming a direct recipient of Federal Transit Administration (FTA) Section 5307 and 5339 funds. The TDP was prepared in accordance with Sun Metro's Service Expansion Policy (SEP), which requires the TDP to "[identify] transit needs, [analyze] service options and financing, and [provide] recommendations for service." The ETA TDP synthesizes several years of study, evaluation, and planning to develop a transit system that meets the needs of ETA stakeholders.

The SEP specifically requires the TDP to address the following:

- Transit vision, mission, and goals of the local government entity [Chapter 2]
- Documentation of a public participation process in development of the TDP [Chapter 3]
- Review of state and local transportation plans and how they will affect the TDP [Chapter 2]
- How transit service will connect with and other transit systems in the UZA and how service will complement regional transit goals, as documented by the El Paso Metropolitan Planning Organization (MPO) [Chapter 6]
- Identification of opportunities for transit service with other local agencies, communities, or private entities [Chapter 5]
- Detailed description of FTA-required paratransit services within the service area [Chapter 4]
- Explanation of how service will be integrated in a regional transit network that increases connectivity, closes gaps and minimizes duplication of service [Chapter 6]
- Analysis of transit-supportive growth patterns in the area of service [Chapter 5]
- Analysis of multimodal accommodations that support transit service, such as bicycle and pedestrian facilities [Chapter 4]
- Estimates of demand for transit services in the service area [Chapter 5]
- Performance evaluation of any existing transit service in the service area [Chapter 4]
- Analysis of transit service alternatives, including financial impacts of each alternative [Chapter 5]
- Maps of services areas and types and levels of transit service provided or proposed [Chapters 4 and 6]
- Three-year strategic plan that includes policies to support the provided or proposed service [Chapter 5]
- Three-year funding plan for staff, vehicles, and capital improvements for mass transit in the service area [Chapter 7 and Appendix B]

The SEP also requires ETA to "develop and maintain a performance evaluation program (PEP) to track progress of proposed transit service." The SEP suggests that the PEP will include ridership, on-time performance, passengers per mile, number/type of complaints received, call center performance, number/type of incidents, number of breakdowns, ETA Access missed trips, ETA Access service delays, revenues, expenses, cost recovery, cost per vehicle mile, revenue per passenger and revenue per mile. (See Section 8.)

The ETA TDP reflects the following previously completed studies:

- El Paso County Regional Transit Institutional Options Feasibility Study (the "**Phase 1 Study**"). Adopted by the El Paso County Commissioners Court in 2018 and updated in 2019.
- Best Practices and Guidelines for El Paso County Rural Public Transportation to Identify Potential Stop Location and Route Configurations: Final Report (the "**Phase 2 Study**"). Adopted by the El Paso

- County Commissioners Court in 2021.
- Implementation Plan for El Paso County Rural Transit System: Final Report (the "**Implementation Plan**"). Adopted by the El Paso County Commissioners Court in 2023.
- *El Paso County Americans with Disabilities Act (ADA) Paratransit Plan* (the "**ADA Plan**"). Adopted by the El Paso County Commissioners Court in 2024.

The ETA TDP also reflects the El Paso County Community Transportation Study, which developed a plan for ETA general public demand response transit (GPDRT) services in the Outer County (i.e., outside of the Sun Metro and ETA paseo service areas). In the TDP, this study is referred to as the "**GPDRT Study**." The GPDRT Study was finalized in February 2026, after this TDP was drafted.

TDP Process

The TDP process delineated in the SEP consists of the following steps:

1. Preparation of a TDP in accordance with Appendix B of the SEP
2. Adoption of the TDP by ETA
3. Execution of an SEP agreement with Sun Metro
4. Submittal of a split letter by Sun Metro to FTA
5. Preparation of annual TDP updates (progress reports) by ETA

Organization of TDP

This TDP includes the following chapters and two appendices:

1. Introduction
2. Background
3. Public Participation Process
4. Existing Public Transportation Services
5. Planned Public Transportation Services
6. Regional Connectivity and Coordination
7. Financial Plan
8. Performance Evaluation Program

2 BACKGROUND

This chapter describes ETA's service area, governance, staffing, mission and objectives, and history.

2.1 ETA Service Area

The ETA service area is shown in Figure 1. The ETA service area is El Paso County except for the Fort Bliss Military Reservation area (which is served by Sun Metro through an agreement with Fort Bliss to operate fixed routes around and through Fort Bliss) and the City of El Paso.

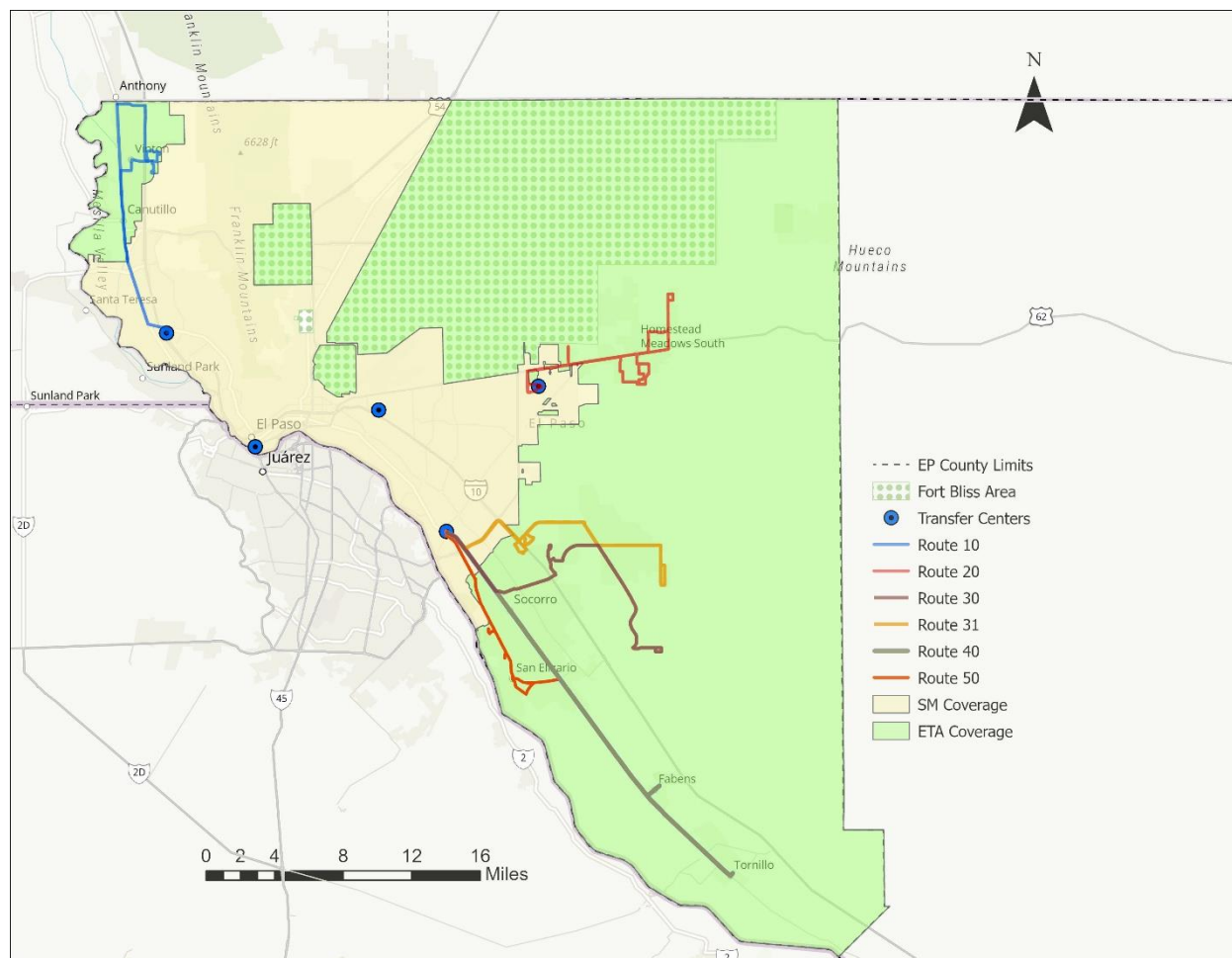


Figure 1. Existing ETA Service Area

2.2 ETA Governance

ETA is the brand under which transit service is provided in the ETA service area. El Paso Area Transportation Services (EPATS) is the local government corporation (LGC) that administers ETA; it was created under Texas Transportation Code Section 431 in December 2020. The LGC was formed by El Paso County and is staffed by the El Paso County Transit Operations Department.

EPATS members are the following:

- El Paso County
- City of San Elizario

- Town of Anthony
- Town of Clint
- Town of Horizon City
- Village of Vinton

The EPATS 12-member Board of Directors includes three members from El Paso County, one member from each of the other five EPATS members, and ex-officio representatives of Sun Metro (as the City of El Paso Mass Transit Department), the City of Socorro, the El Paso Metropolitan Planning Organization (MPO), and the Far West Texas /El Paso Regional Transportation Coordination Committee (WTEP). The Rio Grande Council of Governments (RIOCOG) is the fiscal and administrative agent for EPATS. Other key EPATS partners are the Texas Department of Transportation (TxDOT) and Sun Metro. The EPATS Board is complemented by an Access Advisory Committee of volunteer citizens. Legal services are provided by Kemp Smith.

2.3 ETA Staffing

EPATS is currently staffed by the El Paso County Transit Operations Department. Staffing consists of an Executive Director, an Associate Transportation Planner, a Transit Planner, a Senior Administrative Specialist, and a Senior Transit Project Manager (currently vacant). Service operations are currently contracted to the following entities:

- Transdev – ETA paseo, ETA access, and ETA ándale
- Enterprise Mobility – Vámonos Vanpool
- All Aboard America – New Mexico Park and Ride, through the New Mexico Department of Transportation (NMDOT)

2.4 ETA Vision, Mission, and Goals

ETA's mission is to provide safe, reliable, and accessible transportation solutions that connect the rural communities of El Paso County. Through fixed-route and ADA paratransit services, ETA is committed to enhancing mobility, fostering regional cooperation, and improving the quality of life for all residents.

Per the Phase 2 Study, the operational objectives of ETA transit service are the following:

- Maximizing cost-effectiveness (i.e., having a low cost per passenger)
- Maximizing service-effectiveness (i.e., carrying a high number of passengers per hour)
- Providing transit service to 100% of county residents
- Maximizing passenger convenience
- Connecting all fixed routes to at least one Sun Metro transfer center

2.5 ETA History

Highlights of ETA's history are shown in Figure 2.

1994	Countywide Transit Plan is completed.
1995	El Paso County secures Rural Transit District status and starts El Paso County Transit (EPCT).
2008	New Mexico Park and Ride Express, the vanpool program, and Sun Metro Route 84 start.
2015	The Mission Trail CMAQ funded bus route starts.
2015	The El Paso County Regional Transit Study starts.
2018	The first CNG bus is purchased.
2020	EPATS is created
2024	Clint and Anthony join EPATS, services are expanded, Route 84 is discontinued, services are rebranded as ETA, and paratransit service begins.
2025	The first Executive Director is hired, and ándale microtransit service begins.

Figure 2. ETA History Highlights

2.6 Applicable State, Regional, and Local Plans

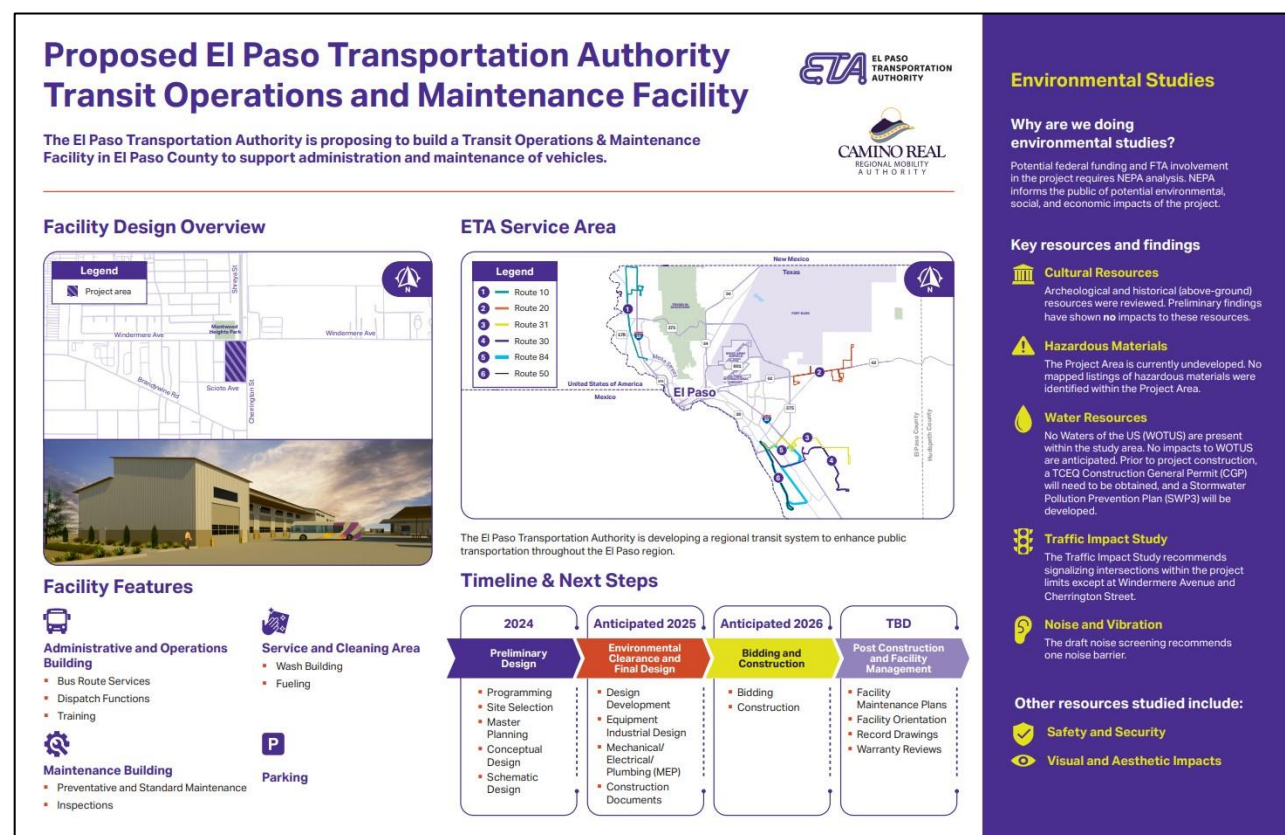
This section provides a summary of state, regional, and local transportation plans and how they could affect the TDP.

ETA Plans and Studies

The Phase 1 Study, Phase 2 Study, Implementation Plan, ADA Plan, and GPDRT Study are referenced and discussed throughout this TDP, where relevant.

El Paso County was awarded \$12.8 million from the Federal Transit Administration (FTA) in 2025 to build the first headquarters for ETA. The facility will permanently house ETA's administration, operations, and maintenance functions. The new facility will be built in Far East El Paso, by Windermere Avenue and Cherrington Street near Montwood Heights Park. The total construction cost for the facility is \$16 million, with \$3.2 match provided using state funds.

The \$12.8 million award comes from a \$36 million grant that was given to the Texas Department of Transportation (TxDOT) to support 27 rural transit agencies across the state. Figure 3 shows renderings of the new facility and more information about the facility's design features and process.



Source: <https://kfoxtv.com/news/local/el-paso-county-receives-128m-grant-to-build-first-headquarters-for-transit-authority-texas-tx-eta>

Figure 3. Proposed ETA Transit Operations and Maintenance Facility

Sun Metro Plans and Studies

Sun Metro Rising

The Sun Metro Rising Study, published in 2024, was the first comprehensive evaluation of the entire Sun Metro system since City of El Paso voters approved the half-cent tax increase for transit funding in 1987. The study's final report is a guiding document for optimizing and expanding Sun Metro service for El Paso residents and visitors over the next several years. It documents future expansion priorities in Chapter 2, beginning with the redesign of its network, and describes microtransit as a means for increasing mobility in areas not already served by Sun Metro, with the future possibility of conversion to fixed-route service if/as demand increases.

Other Local Plans and Studies

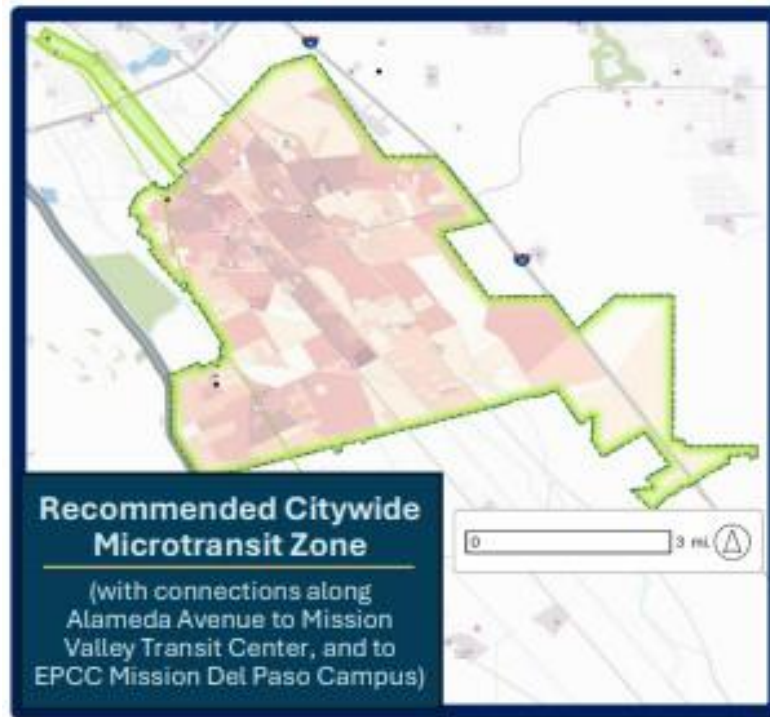
City of Socorro ¡Avanzando! 2025-2028 Transit Development Plan

The Socorro ¡Avanzando! TDP charts the City of Socorro's path for transit through 2028. Two action items identified in the Socorro TDP are (1) forming an SEP agreement with Sun Metro for federal urban transit funding and (2) becoming an FTA Direct Recipient for grant funds. The Socorro TDP project team recommended that the City of Socorro also undertake the following:

- Continue the Rio Vista Transportation Program for older adults and people with disabilities.

- Support residents to utilize the Vámonos Vanpool for regional commutes.
- Establish a microtransit service—with connections to El Paso Community College (EPCC) Mission del Paso Campus and Mission Valley Transfer Center (MUTC)—as shown in Figure 4.

The Socorro microtransit service started in July 2025, with funding provided by the City of Socorro.



Source: Socorro ¡Avanzando! TDP

Figure 4. City of Socorro Microtransit Zone

Shaping Our Horizon: 2030 – A Comprehensive and Strategic Plan

Horizon City conducted a strategic planning process that was adopted in February of 2020 and included a vision, goals, and actions to improve mobility and connectivity. Chief among its recommendations for both mobility and economic development were a Transit Supported Town Center with a walkable hub that serves as a gateway to Horizon City and improves vehicular and pedestrian access to public transportation.

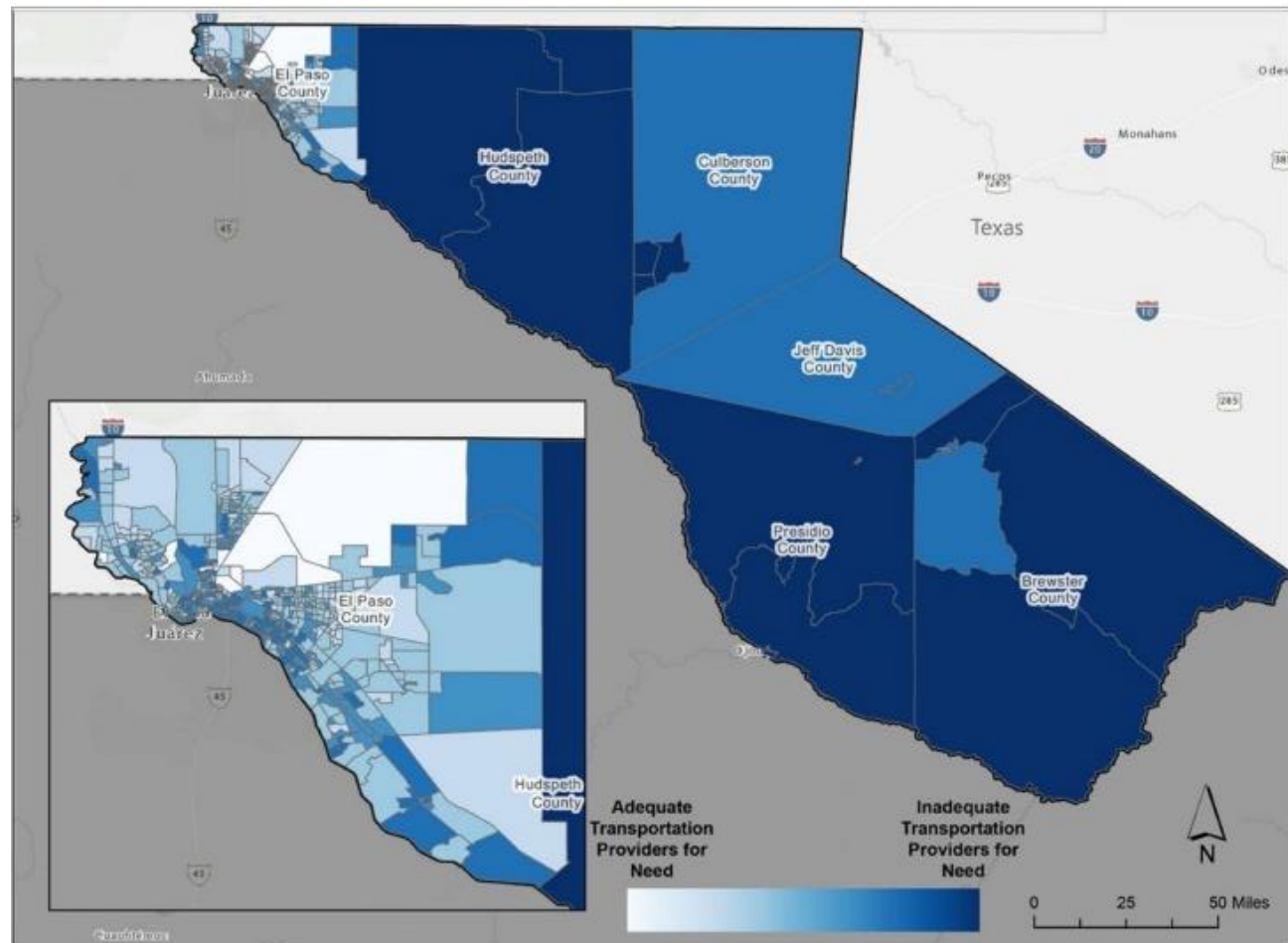
El Paso County issued a Resolution of Support for a Rebuilding American Infrastructure with Sustainability and Equity (RAISE) grant application for Horizon City for the planning and design of Horizon Transit Oriented Development (TOD) infrastructure to include roadway and utility improvements on Dilley and Delake Road and the Horizon Transit Plaza totaling \$1,735,000 in March of 2022.

Another outcome of this plan includes the Town of Horizon City TOD Form-Based Code Project—a presentation on which was provided to the Town of Horizon City Planning and Zoning Commission on March 24, 2025. The project will develop and codify a form-based code for land development and create a rezoning application for parcels within the newly designated TOD area.

Regional Plans and Studies

Project Amistad/West Texas El Paso Regional Transportation Coordination Committee

WTEP published a Health and Human Services Transportation Coordination Plan in 2021 that provided an inventory of transportation resources in El Paso and the five other counties in the region. The plan also included a gap analysis of transportation services, showing some of the highest need for transportation services in El Paso County along the border with Hudspeth County and along the Rio Grande River, as shown in Figure 5. The Transportation Coordination plan documents its planning for comprehensive, integrated transportation services in Chapters 4 and 5.

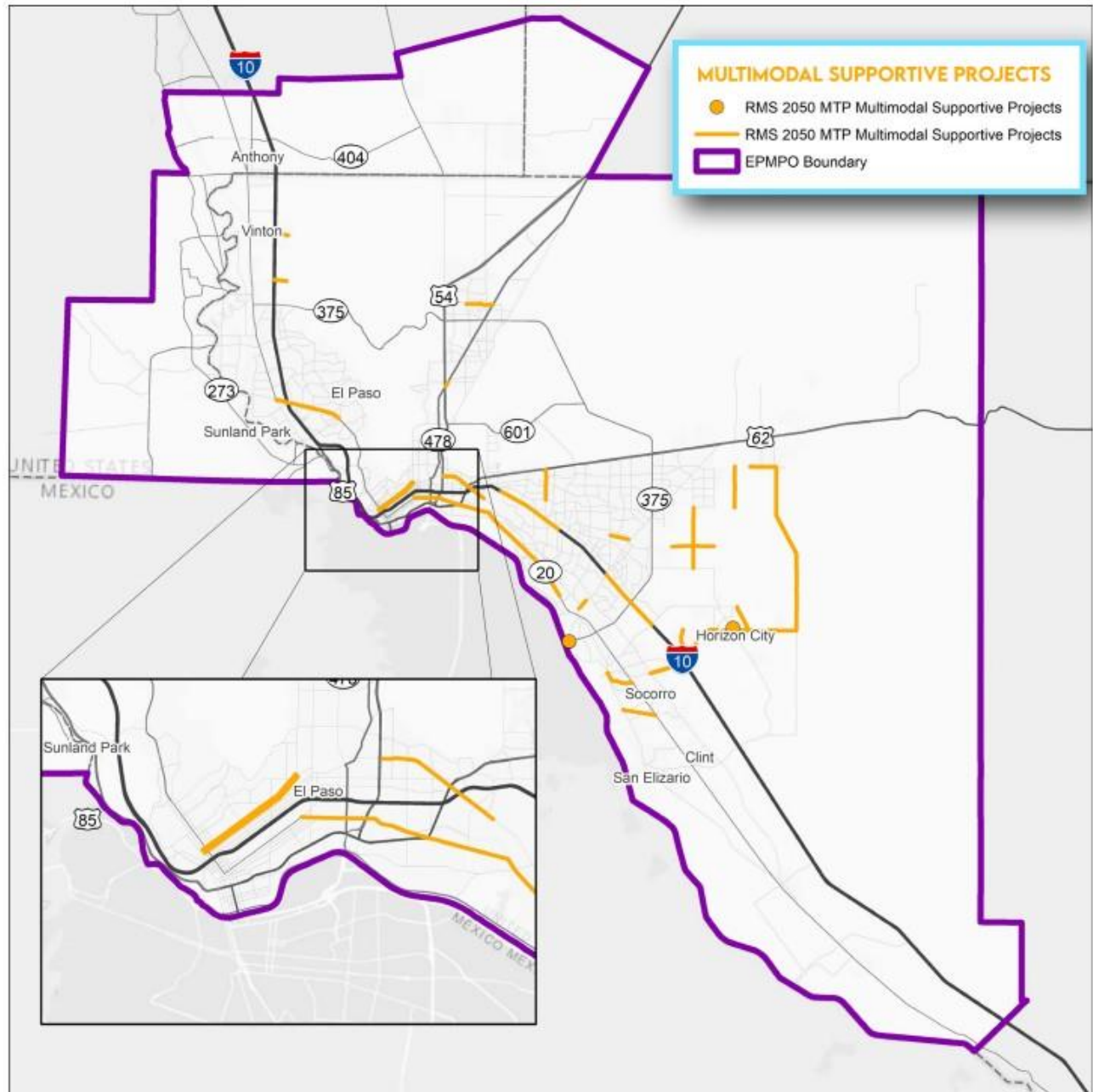


Source: WTEP Health and Human Services Transportation Coordination Plan

Figure 5. Transportation Providers and Level of Need (WTEP)

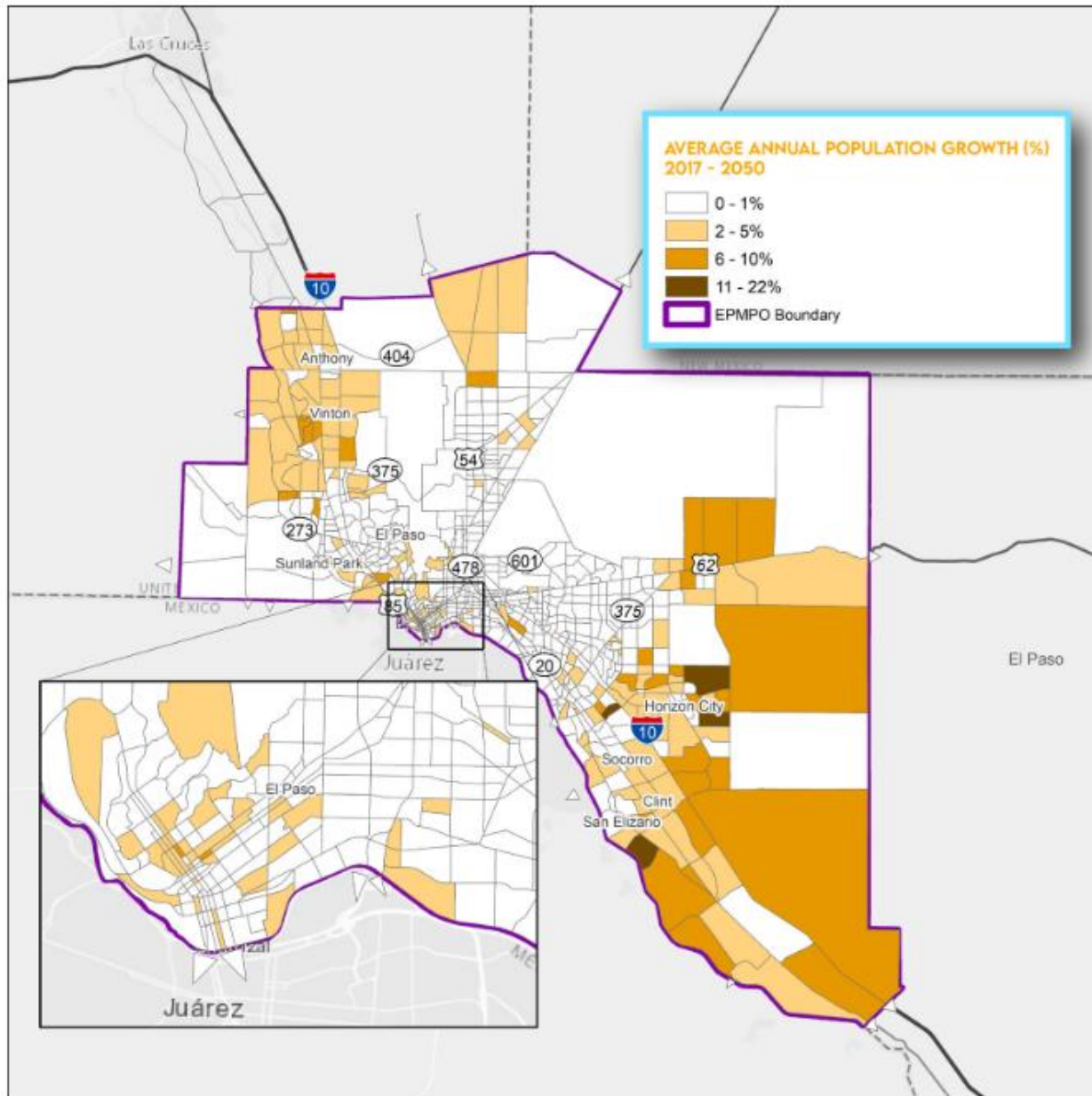
El Paso Metropolitan Planning Organization (MPO) – RMS 2050: Metropolitan Transportation Plan

The current Metropolitan Transportation Plan (MTP) collected and analyzed Sun Metro's strategic plan, the County of El Paso Regional Transit Study, and potential expansions and partnership for regional and cross-border opportunities. The MTP mapped projects that support multimodal networks based on their overlapping with two or more gaps or priorities, as shown in Figure 6. The MTP also reported that rural El Paso County includes many of the areas projected to have the highest population and employment growth between 2017 and 2050, as shown in Figure 7 and Figure 8.



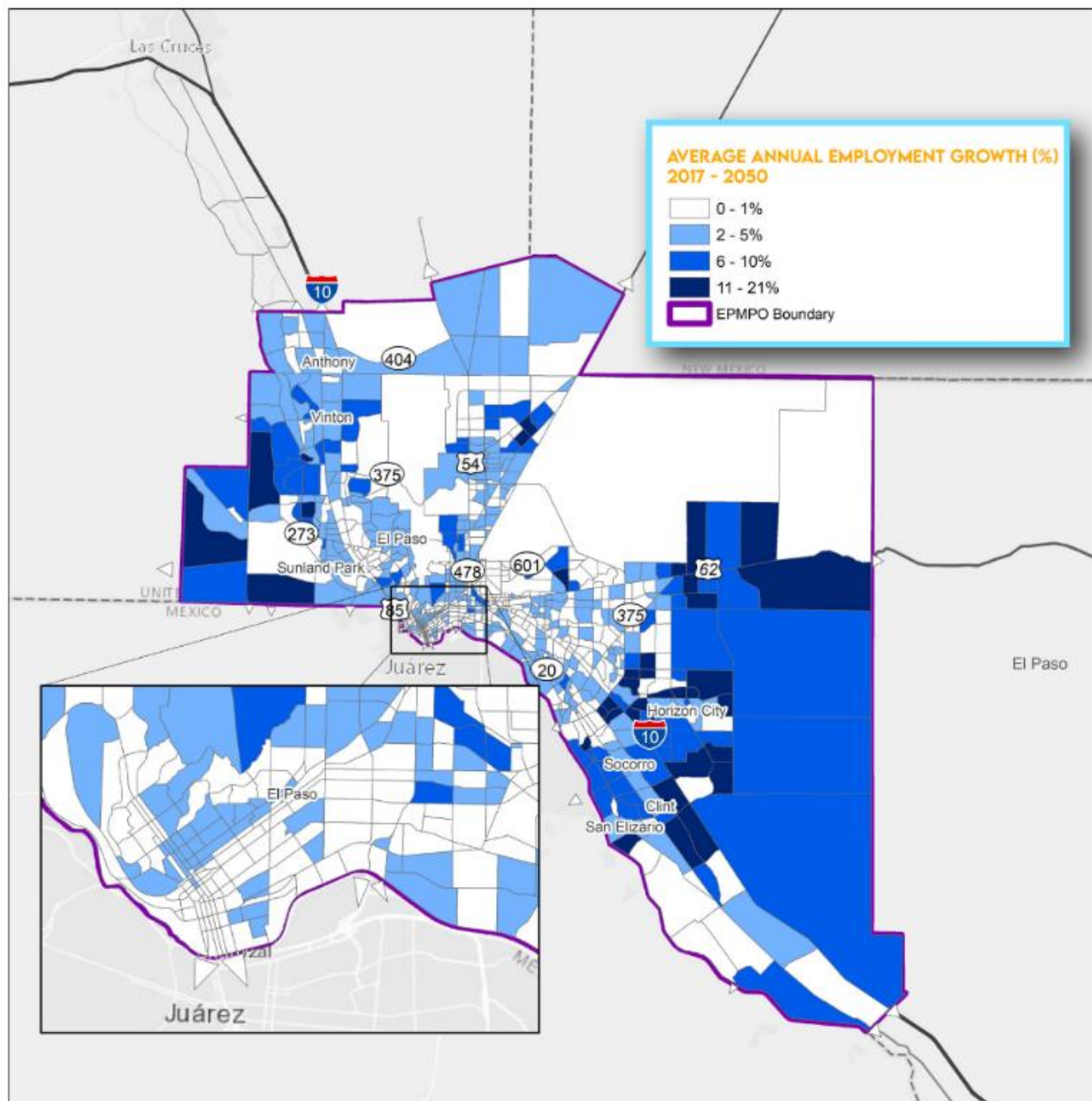
Source: El Paso MPO MTP

Figure 6. RMS 2050 MTP Multimodal Supportive Projects



Source: El Paso MPO MTP

Figure 7. High-Growth Population Areas in El Paso Region



Source: El Paso MPO MTP

Figure 8. High-Growth Employment Areas in El Paso Region

State Plans and Studies

Texas Department of Transportation (TxDOT) Statewide Multimodal Transit Plan (SMTP) 2050

The TxDOT SMTP 2050 is a work in progress, with an anticipated completion date of early 2026. The Plan "builds on existing local, regional, and other statewide plans, including the Active Transportation Plan and Connecting Texas 2050." To date, six Initial Priority Steps have been identified to begin implementation and build a strong foundation for realizing Texas SMTP 2050. These steps are intended to continue the momentum developed during the creation of Texas SMTP 2050 and either address a single strategy or bridge multiple strategies identified in the SMTP. The steps are:

1. Establish a community of practice (CoP) to address small urban and rural transit challenges.
2. Develop a statewide transit network and hub plan.
3. Develop flexible statewide transit planning and design guidelines.
4. Develop success metrics, enhance and broaden data collection, and develop consistent reporting.
5. Identify options to increase flexibility of funding sources and identify new and innovative funding sources to maintain and expand transit.
6. Formalize a plan for regular outreach and education on the benefits of transit.

TxDOT 2021 Texas Intercity Bus Study – Final Report

The Texas Intercity Bus Study analyzed the statewide intercity bus network. It notes that El Paso acts as a significant hub for intercity bus services including both traditional and Latino-market/cross-border carriers—such as Greyhound, Limousine Express, and Los Paisanos Autobuses (now Omnibus Express)—and highlights both existing services and gaps in transit coverage.

Unmet needs for service from East El Paso to more rural neighboring counties (e.g., Hudspeth, Culberson, Jeff Davis, Presidio, and Brewster) were identified by stakeholders and agency survey responses, suggesting demand for additional or extended intercity bus connections in Far West Texas.

The study's recommendations encourage maintaining coverage to areas like El Paso, supporting unsubsidized and Section 5311(f)-funded services, and strategically addressing areas that have demonstrated need but currently lack service.

3 PUBLIC PARTICIPATION PROCESS

The public participation process that informs this TDP spans 2017-2025. Public participation activities conducted during that period are described in this chapter. Also described in this chapter is the Public Participation Plan included in the October 2025 ETA Title VI Program. The October 2025 ETA Title VI Program is attached as Appendix A; it also includes procedures for notifying the public about ETA's Title VI obligations and procedures for investigating and tracking Title VI complaints. *Note: ETA operated as El Paso County Transit (EPCT) prior to August 2024 and is referred to as EPCT in previously completed studies.*

3.1 Phase 1 Study (2017-2019)

The public involvement strategy for the Phase 1 Study included a stakeholder advisory committee comprising approximately 60 individuals who represented public entities, private entities, and state, regional, and local government agencies. Stakeholder advisory committee members consisted of the following:

1. Area Agency on Aging
2. Camino Real Regional Mobility Authority
3. City of Anthony, NM
4. City of El Paso
5. City of El Paso Mass Transit (Sun Metro)
6. City of San Elizario
7. City of Socorro
8. City of Sunland Park, NM
9. Dona Ana County, NM
10. El Paso County
11. El Paso County Transit
12. El Paso County Veterans
13. El Paso MPO
14. Far West Texas/El Paso Regional Transportation Coordination Committee
15. NMDOT
16. Project Amistad
17. Rio Grande Council of Governments
18. South Central Regional Transit District (SCRTD)
19. Town of Anthony
20. Town of Clint
21. Town of Horizon City
22. TxDOT El Paso District
23. TxDOT Transportation Planning and Programming Division
24. TxDOT Public Transportation Division (PTN)
25. United Advocacy of El Paso
26. University of Texas at El Paso
27. Village of Vinton
28. Volar Center for Independent Living
29. Workforce Solutions Borderplex
30. Ysleta del Sur Pueblo

The stakeholder advisory committee met three times in 2017. Committee members provided insight into how, when, and where to best reach their constituencies (including meeting times and locations for public houses).

They offered feedback on outreach materials and suggested additional audiences and opportunities. They offered input about a number of issues pertinent to the study (e.g., growth patterns, transportation needs, fare policies, and ongoing planning efforts).

The first round of stakeholder outreach in the Phase 1 Study included four open houses for members of the public and other stakeholders. At the open houses, members of the study team shared project information and gathered input on transit needs and opportunities in the county. The first-round open houses consisted of the following:

1. Fabens: El Paso County Road and Bridge Warehouse, 6:00 p.m.–8:00 p.m. on Wednesday, June 7, 2017
2. Vinton: El Paso County Northwest Annex Community Center, 6:00 p.m.–8:00 p.m. on Thursday, June 8, 2017
3. Socorro: Rio Vista Community Center, 9:00 a.m.–11:00 a.m. on Saturday, June 10, 2017
4. El Paso County: El Paso County Sheriff's Office Headquarters, Saturday, 2:00 p.m.–4:00 p.m. on June 10, 2017

The second round of stakeholder outreach activities consisted of four community meetings and a series of pop-up events throughout the county. The purpose of the second-round stakeholder outreach activities was to update the public about the progress of the study and gather feedback on the scenarios developed to enhance and expand transit service in the county. The second-round community meetings consisted of the following:

1. Fabens: Rio Valle Women's Club, 3:30 p.m.–5:45 p.m. on Tuesday, December 5, 2017
2. Montana Vista/Homestead Meadows: Mountainview High School, 3:30 p.m.–5:45 p.m. on Wednesday, December 6, 2017
3. Vinton/Westway: Deanna Davenport Elementary School, 4:30 p.m.–6:45 p.m. on Thursday, December 7, 2017
4. Socorro: EPCC Mission Del Paso Campus, 3:30 p.m.–5:45 p.m. on Saturday, December 9, 2017

The second-round pop-up meetings consisted of the following:

1. Sun Metro Westside Transfer Center, 7535 Remcon Circle, El Paso
2. Sun Metro Eastside Transfer Center, 1165 Sunmount Drive, El Paso
3. Sun Metro Mission Valley Transfer Center, 9065 Alameda Avenue, El Paso
4. EPCC Northwest Campus, 6701 South Desert Road, El Paso
5. EPCC Rio Grande Campus, 100 West Rio Grande Avenue, El Paso

The study team also sent digital versions of a study informational booklet to staff members at the Rio Grande, Northwest, and Mission Del Paso campuses of El Paso Community College (EPCC). The staff then distributed the booklet via email to faculty and students.

The study team analyzed the feedback and comments received at all of the outreach events and identified the following common themes:

- Most participants indicated that they preferred flexible routes in more urban areas and dial-a-ride in rural areas.

- The participants in the southern part of the county preferred new routes that would serve their area.
- A rural dial-a-ride service as a standalone service was not well received by most participants because it eliminates service to the urban areas within the county but outside El Paso city limits. However, participants indicated that dial-a-ride coupled with the flexible-route service would be a great improvement to transit in the county, especially for those that have physical issues accessing transit.
- The flexible-route service was a service option that was well received by most participants; however, many indicated concerns about how this might increase time on the bus when it deviated from the route too much. There were also questions about what to do if rides that are arranged for flexible service need to be cancelled.
- Some participants indicated that the flexible-route and dial-a-ride service models might be problematic for individuals who do not have access to telephones.
- While most people indicated that fixed stops and flexible bus routes were preferred, some indicated that they prefer flagging the buses because it allows them to get on and off the bus near their origin and destination. These individuals were especially concerned about where the bus stops would be located.
- Participants indicated that there should be further public involvement opportunities when decisions about actual routes and bus stop locations are made.
- The expanded service hours were well received by participants.
- Some participants indicated that service on Saturdays and Sundays is very important because they need transportation to run errands and attend church on non-workdays.
- Some participants from the Vinton/Anthony/Westway part of the county indicated that service on Doniphan Street should not be cut.

3.2 Phase 2 Study (2019-2020)

Phase 2 Study public participation activities built off those conducted in the Phase 1 Study and informed the development of bus stop location guidelines and service planning guidelines.

In October 2019, members of the public and the project's stakeholder committee were invited to participate in an exercise that explored (1) the importance of factors that influence bus stop design and siting, (2) tradeoffs in potential bus stop implementation paths, and (3) allocation of resources to hypothetical transit service scenarios. Eighteen stakeholder committee members participated in this exercise at a stakeholder committee meeting, and 70 members of the public participated at transit centers or on-board buses. The findings of this exercise were as follows:

- Both groups agreed that (1) proximity to key origins and destinations and (2) number of people boarding were among the most important considerations in locating bus stops and bus shelters.
- Members of the stakeholder committee indicated a strong preference for having more widely spaced stops if many of those stops have seating and/or a shelter, as opposed to having more closely spaced stops without such amenities.
- Members of the public were nearly equally split between preferring more closely spaced stops and preferring stops with more amenities.
- Members of the public and members of the stakeholder committee were nearly equally split between placing shelters where ridership is higher and placing shelters where wait times are longer.
- Stakeholder committee members and members of the public tended to agree on the direction in which transit resources should be prioritized. The specific allocation of resources between the hypothetical scenarios tended to vary, however, with the stakeholder committee often indicating a

more uneven split between the options.

In May 2020, the research team presented a summary of project progress via an online meeting with project stakeholders. These stakeholders included all previous stakeholder meeting participants. El Paso County officials such as the County Judge and commissioners were present during this meeting, along with County technical staff. The research team discussed in detail the development and assessment of potential service models for consideration. The meeting also included discussion of the service model feasibility for each corridor.

Due to the shelter-at-home orders in place in May 2020, the research team revised the originally envisioned public outreach plan. All in-person public meetings were changed to online public information sites. The team created a web site containing all the information about the potential changes for each route. The web site offered details about the previous ETA studies, the entire transit plan, and interactive story maps and encouraged the public to leave feedback regarding all routes or specific routes. The web site was available in English and Spanish. A social media strategy was used to leverage social media channels of TTI, El Paso County, and area cities and agencies that have an interest in the study.

In addition to information on the website, story maps, and social media sharing, a printed booklet with detailed information about the proposed scenarios was available for distribution on buses, at transit transfer centers, and in County facilities. Around 8,000 booklets were printed in English and Spanish and shared with ETA's current riders and potential riders from September 28 to October 9, 2020. The printed booklets were also available at Sun Metro's main transfer centers.

3.3 Implementation Plan (2022-2023)

Development of the Implementation Plan added more information to that resulting from the Phase 1 Study and Phase 2 Study public participation activities. The focus of outreach activities in the Implementation Plan was (1) learning more about the impacts of the fixed-route service changes implemented as a result of the Phase 2 Study and (2) determining how to improve future outreach efforts. Accordingly, the research team conducted the following activities in December 2022 and January 2023:

- Meeting with Transdev managers to review their experience with the implementation of the service changes.
 - The research team noted that Transdev employed a proactive approach to communicate recent service changes on the ETA Routes 30 and 31 to passengers. The primary method utilized for this purpose was the distribution of flyers. Moreover, the agency took the initiative to inform passengers several weeks in advance of the upcoming changes, ensuring that they had sufficient time to prepare for the adjustments. Transdev noted minimal feedback from passengers, suggesting that the communication methods were perceived positively and resulted in a lack of substantial concerns or confusion among passengers.
 - Regarding the reasons for passengers' approval of the recent service changes, the primary factor cited was the improvement in connectivity. Some passengers did express dissatisfaction with the service changes, particularly due to inconvenient schedules. This feedback highlighted the importance of maintaining convenient and accessible scheduling when implementing service changes to ensure passenger satisfaction.
 - While Transdev did not conduct a formal assessment of the communication methods or implementation process after the changes were enacted, they identified an area for potential improvement. Specifically, they mentioned a desire to enhance connections with Sun Metro,

- indicating an intention to improve interagency coordination for future service changes.
- Meeting with bus operators to review their experience with the implementation of the service changes.
 - Operators noted the ridership increase after implementing free fares from June 16, 2023, lower ridership on Route 31, and infrequent pickups at the Amazon Warehouse stop. COVID-19 led to reduced ridership on Route 40.
 - Operators indicated that more stops on Route 50 are desired for increased ridership.
 - Operators indicated that ETA riders mainly use the service for work, shopping, and medical visits, with many seniors relying solely on this mode of transport.
 - Operators noted that some interconnected trips with Sun Metro's routes are not fully synchronized, causing excessive waiting times at transfer centers. Limited interconnectivity between ETA buses forces transfers at Sun Metro centers.
 - The most frequent complaints heard from passengers were about low bus frequency; higher frequency could boost ridership. They noted that elderly passengers dislike walking to stops, a situation that is aggravated by unleashed dogs. A proposed solution is a shuttle to transport passengers to stops.
 - Operators noted that passengers have requested the ability to make debit card payments and use daily/weekly passes.
 - Operators advocated for free fares, while acknowledging capacity concerns.
 - Operators noted that there are issues with dangerous dogs at several locations, which impact passenger safety. The issue is recurrent and of concern to riders.
- Conducting onboard discussions with and surveys of riders (23 respondents) to understand their perspective on the service changes.
 - Various channels were used by respondents to learn about service changes. Bus drivers played a significant role in distributing this information, indicating their direct interaction with passengers is an effective communication channel. Flyers also proved to be an important source of information, while transfer center displays and the website had moderate impacts. A few survey respondents mentioned discovering the changes by accident.
 - A substantial portion of survey respondents (70%) stated that they were not provided with any advance notice (i.e., days or weeks in advance) about the service changes.
 - Slightly more than half of the survey respondents (57%) felt that they received enough information to comprehend the implications of the service changes.
 - Although a notable portion expressed uncertainty or doubt, a substantial proportion of surveyed riders (59%) believed they were adequately informed about the service changes.
 - The majority of survey respondents (61%) expressed positive sentiment about the service changes. Some perceived the new/modified services to be faster. Some requested more evening and weekend service. Some approved of service frequency increases. Some indicated that the new/modified services were efficient and punctual; others noted that buses sometimes ran late. One was concerned about bus stop accessibility. Some requested connections to other transfer centers or other parts of El Paso city.
- Review of social media account activity.
 - The investigation encompassed ETA, EPC, and various community partners.
 - ETA social media contained the most relevant content about the service changes and outreach events. Partners such as the MPO, EPCC, Homestead Meadows, and Horizon City did not mention the service changes.

3.4 ADA Plan (2024)

ADA Plan development occurred with the participation of the Access Advisory Committee (AAC), establishment of which was approved in January 2024 by the EPATS Board. The AAC met throughout development of the ADA Plan and provided input on the Plan. The AAC is a mechanism for continuing input on ETA's ADA paratransit service.

Development of the ADA Plan included reaching out to the following organizations for input:

- Volar Center for Independent Living
- Down Syndrome Association of El Paso
- Rio Grande Area Agency on Aging
- Project Amistad
- Emergence Health Network
- Texas Workforce Solutions Vocational Rehabilitative Services
- The Texas Department of Aging and Disability Services
- St. Pius X Special Needs Group
- The Arc of El Paso
- El Paso County Community College—Center for Students with Disabilities
- El Paso Visually Impaired and Blind Experience (VIBE)
- El Paso Desert American Disabled for Attendant Programs Today (ADAPT)
- Grupo Dignidad Igualdad y Oportunidad

The following events were conducted during ADA Plan development to seek public input on the Plan:

- One in-person public meeting on April 27 at Mountain View High School, 14964 Greg Dr
- Three in-person public meetings on April 29 at EPCC Mission del Paseo Campus, 10700 Gateway Blvd East
- One in-person public meeting on April 30 at EPCC Northwest Campus, 6701 S Desert Blvd
- One virtual public meeting on April 30
- A public hearing on May 22 as part of an EPATS Board meeting

The meetings and the project web page were advertised through press releases, earned media, social media, and distribution of meeting notices through AAC members' networks. Meetings were conducted in English and Spanish, and an American Sign Language interpreter was available at each public meeting. Meeting materials (including a participant workbook) were posted on the project web page. The meetings sought input on specifically on seven topic areas:

1. Service area
2. Service days and hours
3. Fare policy
4. On-time performance
5. Telephone capacity
6. Eligibility program
7. Coordination

The public meetings resulted in 27 completed workbooks and several comments that were incorporated into

the final draft of the ADA Plan. The final draft of the ADA Plan was posted on the project web page.

3.5 GPDRT Study (2025)

The GPDRT Study included two rounds of public engagement activities. Round 1 occurred in the first half of 2025 and consisted of the following activities:

- A bilingual survey (available online and on paper) to ask users and potential users about their needs for transportation and/or transit service, with a focus on data useful for designing GPDRT services, advertised through the project web site, social media, networking, outreach events, and enclosures with mailed water bills.
- April 2025 pop-up events and tabling at a stakeholder meeting for the El Paso Border Pedestrian and Transit Connectivity for Economic Development project and the following locations:
 - Village of Vinton Community Center, 435 Vinton Rd, Vinton, TX 79821
 - Town of Anthony, 401 Wildcat Dr, Anthony, TX 79821
 - El Paso Community College - Northwest Campus, 6701 S Desert Blvd, El Paso, TX 79932
 - Montana Vista Community Center & Department of Public Health, 14618 Greg Dr.
 - Sun Metro Upper East Side Transit Center, 12781 Edgemere Blvd, El Paso, TX 79938
 - Town of Horizon City, 14999 Darrington Rd, Horizon City, TX 79928
 - Oz Glaze Senior Center, 13969 Veny Webb, Horizon City, TX
 - Volar Center for Independent Living, 1220 Golden Key Cir, El Paso, TX 79925
 - San Elizario Senior Center, 1566 San Elizario Rd. San Elizario, TX
 - Clint Senior Center, 200 N. San Elizario Rd. Clint, TX
 - Fabens Senior Center, at 201 NW Camp St., Fabens, TX
- Posting of outreach materials at the above-listed locations.

Findings of the Round 1 public engagement effort were used to inform the development of preliminary GPDRT scenarios and consisted of the following:

- Survey results revealed a high proportion of respondents lacking private vehicles and having limited mobility. This makes reservations-based GPDRT highly appropriate, especially for seniors and people with disabilities.
- Many survey respondents emphasized the need for consistent, reliable service, supporting the option of advance reservations.
- A volunteer driver program (VDP) could be key in reaching geographically dispersed residents. The survey showed that some residents live more than two miles from existing transit.
- The survey showed a willingness to pay between \$2 and \$5 per trip.
- GPDRT could use ETA access (ADA paratransit) fleet vehicles for those residents who require wheelchair-accessible vehicles (WAVs).
- Survey findings indicated a moderate demand for flexibility by accommodating same-day requests if capacity allows.

Round 2 occurred in the second half of 2025 and consisted of the following activities:

- Development of a booklet (available on paper and online) that described the potential GPDRT service scenarios
- A survey about the potential GPDRT service scenarios, which was attached to the booklet and

- available via a link on the study web site
- Distribution of collateral materials via study partners, social media, press releases, on board buses, and at bus stops
- The following in-person events:
 - A booth at the Area Agency on Aging’s 2025 Health Expo: Aging to Perfection held at the El Paso Convention Center on August 20, 2025
 - An open house at Vinton City Hall September 8, 2025
 - Tabling at Upper Eastside Transfer Center on September 9, 2025, for two hours in the morning and two hours in the afternoon
 - Riding Route 20 to engage informally with riders en route
 - Tabling at Fabens Senior Center on Wednesday, September 10, 2025

Findings of the Round 2 public engagement effort consisted of the following:

- The survey findings indicated a strong interest in Scenario 1 (based on commingled ADA and GPDRT service), with more moderate interest in Scenario 4 (based on microtransit).
- The majority of participants were users aged 50 and older, which is also the most common age group using the ETA fixed routes. This group generally preferred not to use apps or digital tools for booking trips.
- Younger riders (though they represented a smaller portion of potential users) showed a stronger preference for microtransit services and booking same-day trips through an app.
- When speaking one-on-one with participants, many expressed an interest in a VDP, indicating that this type of arrangement already happens on an informal basis.
- Comments collected through engagement cards provided additional insight into public sentiment:
 - Several participants emphasized the need for fare discounts, particularly for seniors and students.
 - Participants expressed strong support for maintaining service in San Elizario and restoring service in Socorro.
 - Some comments reflected satisfaction with existing county bus services, highlighting that positive experiences coexist with calls for improvement.

3.6 ETA Public Participation Plan

The Public Participation Plan in the Title VI Program (revised September 2023) requires the following strategies:

- Provide for frequent and continuous engagement by the public.
- Select varied meeting locations and times that are convenient and accessible for minority and Limited English Proficient (LEP) communities.
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP populations.
- Use media in addition to other resources as a way to gain public involvement to include publications, notifications, and invitations that serve LEP populations.

ETA's process for conducting public informational meetings about service or system changes is as follows:

1. Prepare/update mailing and email lists of key stakeholders and community interests.
2. Prepare/post/publish, as appropriate, notices of public participation opportunities (which may take the form of surveys, public meetings, invitations for comment, or other input mechanisms).
3. Develop and make available project outline and information materials along with relevant ETA standards/policies, project goals and objectives, and how to provide input and comment.
4. Maintain a record of the public input process, activities conducted, and input received.

4 EXISTING PUBLIC TRANSPORTATION SERVICES

This chapter describes existing public transportation services in rural El Paso County, their performance, connections to other public transportation services, and supportive multimodal services and infrastructure.

4.1 Existing ETA Services

Table 1 summarizes existing transportation services that are operated and/or funded by ETA as of December 2025. Some of these services were implemented as outcomes of the previously completed studies. Figure 1 shows these services on a map of the county. Table 2 describes other services that operate in the Outer County (i.e., outside of the Sun Metro and ETA paseo service areas).

Table 1. Public Transportation Services Operated and/or Funded by ETA in December 2025

Name	Mode	Description	Operator
ETA paseo	Fixed route	- Operates in major corridors outside of the El Paso city limits and serves Sun Metro transfer centers - Routes: 10, 20, 30, 31, 40, and 50	Transdev
ETA access	ADA paratransit	- Operates within 3/4 mile of fixed routes plus areas surrounded by ETA fixed routes - Divided into East, West, and South zones - Meets ETA's ADA paratransit obligations - Trips between zones and trips with destinations inside the Sun Metro ADA paratransit service area are available for a higher fare (premium service)	Transdev
ETA ándale	Microtransit	Operates as a pilot service in San Elizario and Clint and provides connections to/from Socorro, Mission Valley Transfer Center, and EPCC	Transdev
Vámonos	Vanpool	Operates countywide	Enterprise Mobility
Gold Route	Commuter bus	- Serves the corridor running from El Paso (two transfer centers) to/from Anthony to/from Las Cruces - Managed by NMDOT	All Aboard America
SunCycle	Bikesharing	- Serves the downtown area of El Paso - Managed by the Camino Real Regional Mobility Authority (CRRMA)	Mesilla Pedicab Company

Table 2. Transportation Providers in the Outer County

Provider	Client/Rider Eligibility	Service Area Within Outer County	Trip Purpose Eligibility	Annual Trips with Origins in Outer County
Vámonos Vanpool	General Public	Rural Regions to Fort Bliss	Work	3,600
Project Amistad	5310-Rural	Rural Regions of EPC	Any	3,470
Area Agency on Aging	Seniors		Medical & Dialysis	1,300
Viba Transportation	NEMT clients	Outer County	NEMT	1,920
Total				6,990

Note: NEMT = non-emergency medical transportation

The ADA requires transit agencies to make public transportation accessible to people with disabilities. ETA

operates local fixed-route bus service in the form of ETA paseo. In accordance with the ADA, ETA must provide “ADA paratransit” service—which is an exterior door-to-exterior door, shared-ride service—to persons who are unable to independently use or access ETA paseo some of the time or all of the time due to physical, visual, or cognitive disabilities. This obligation also specifies that ADA paratransit must be available during the same service hours and areas as ETA paseo service. ETA access is ETA's ADA paratransit service. While ETA sets the policies and provides the vehicles for ETA access, the service itself is operated through a contractor. The contractor performs eligibility determination; intakes, schedules, and dispatches trips; and operates the vehicles. ETA provides direct oversight of the ETA access contractor and manages customer service functions (e.g., providing general information, reviewing feedback, and responding to complaints). ETA access is available Monday-Friday between 5 a.m. and 8:20 p.m., Saturday between 5:30 a.m. and 7:30 p.m., and Sunday between 7 a.m. and 6 p.m. ETA customers can book trips one to seven days in advance. Trips for the following day must be booked before 5:00 p.m.

ETA's FY2026 budget reflects 41,285 revenue hours in fixed-route service and 23,365 revenue hours in paratransit service (including microtransit), plus a 10% contingency for contracting purposes.

4.2 Existing ETA Service Performance

This section summarizes existing conditions analyses conducted in previous studies.

Phase 1 Study

Figure 9 shows the service spans and headways for the bus services that were operated by ETA at the time the Phase 1 Study was commenced. *Note: The figure does not reflect current services and service levels.* The Gold Route and Vámonos Vanpool program were also in operation at the time. For the latter, the approximate cost of service was \$2.45 per one-way passenger trip. Additional performance statistics of Vámonos Vanpool circa March 2017 are presented in Figure 10.

Route	Weekday		Saturday		Sunday		Frequency (Minutes)	
	Start	End	Start	End	Start	End	Peak	Off-Peak
10 Anthony/Canutillo	6:00 AM	7:30 PM	6:00 AM	7:30 PM	No service	No service	50	70
20 Montana Vista	6:00 AM	8:00 PM	6:00 AM	8:00 PM	No service	No service	50	50
30 Horizon	6:30 AM	8:00 PM	6:30 AM	8:00 PM	No service	No service	85	180
40 Fabens/Tornillo	7:00 AM	6:00 PM	7:00 AM	6:00 PM	No service	No service	85	90
50 Mission Trail	8:00 AM	6:00 PM	10:00 AM	6:00 PM	10:00 AM	6:00 PM	60	60
84 EPCC Mission del Paso	6:30 AM	7:30 PM	8:00 AM	6:00 PM	No service	No service	90	90

Source: El Paso County Transit schedules.

Source: Phase 1 Study

Figure 9. ETA Service Levels at Start of Phase 1 Study

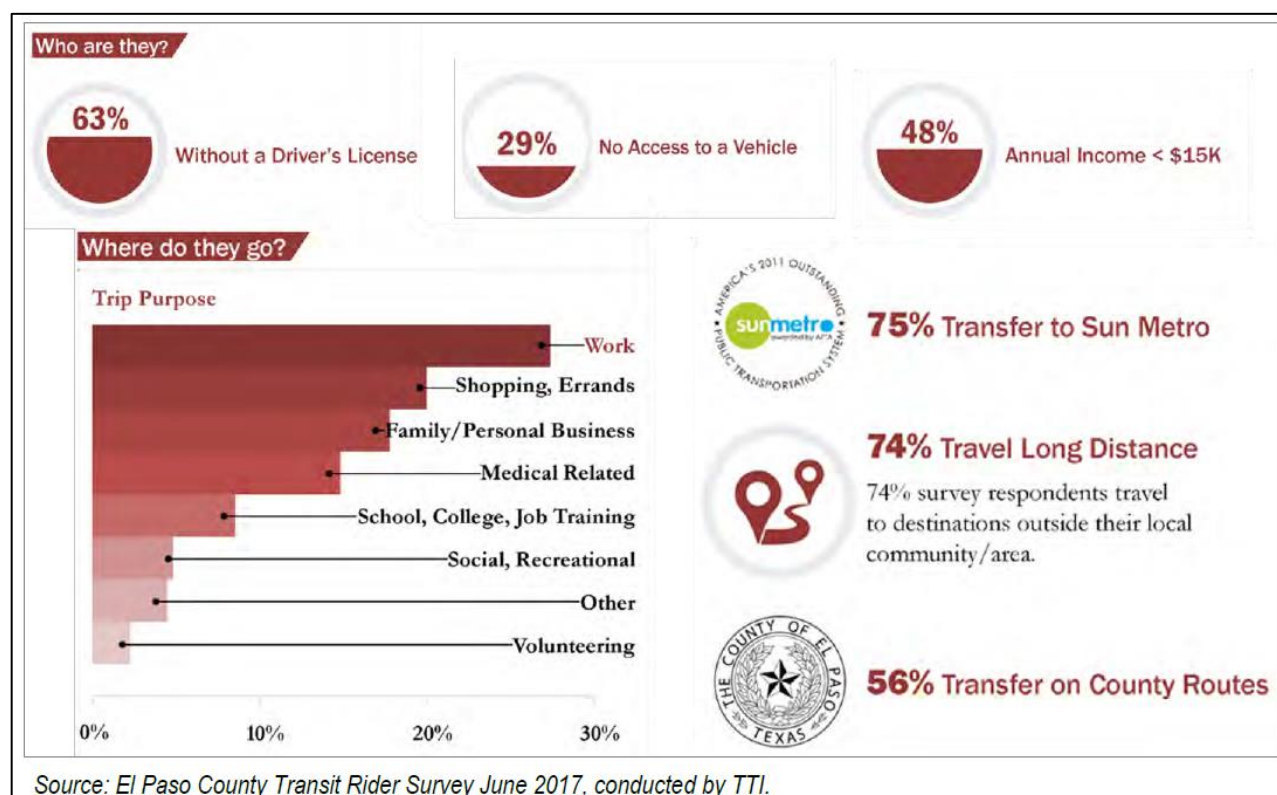
Operational Statistics	Number
Active vanpools	69
Average monthly commute mileage	3,271
Average trip length (entire route)	130
Average Trip length (El Paso County portion only)	47
Average seating capacity	8
Average ridership	6
Commuter trips (monthly cumulative)	9,328
Passenger trips eliminated (monthly cumulative)	10,155

Source: Enterprise, Inc.

Source: Phase 1 Study

Figure 10. March 2017 Vámonos Vanpool Operational Statistics

A 2017 passenger survey sponsored by TxDOT resulted in the key results summarized in Figure 11.



Source: Phase 1 Study

Figure 11. ETA Passenger Profile from 2017 Rider Survey

The Phase 1 Study completed an updated TNI evaluation that is described in Chapter 5.

Phase 2 Study

To supplement data collected for the Phase 1 Study, the research team collected ridership travel behavior and bus passenger origin-destination (O-D) data to identify the locations and route segments with the highest then-existing ridership activity. The collection methods included on-board data collection during peak and off-peak hours on weekdays to obtain passenger counts and travel patterns. Additionally, total monthly passenger counts were obtained from the ETA operators as complementary information and for weekend passenger flow analysis.

The information and data collected for designing ETA service improvement scenarios and identifying bus stop locations consisted of the following:

- El Paso County population, economic, and social data
 - Population breakdown
 - Household size
 - Employment information
 - Household income
 - Induced demand from Ciudad Juarez
- Transportation system infrastructure data
 - Existing regional transit network
 - Stations/terminals and transfer centers (existing and planned)
 - Parking facilities available
 - El Paso's street/highway and railroad system (including right-of-way information)
 - Pedestrian infrastructure (relevant information for access to stops)
 - Traffic engineering data (street crossings, school zones, existing work zones, etc.)
- Land use data
 - Existing potential demand generators in the region of study
 - Future (long-term) residential developments
- Transit system usage data about the current ridership behavior (several items of which were collected as part of previous transit studies)
 - Boarding and alighting counts by day of the week
 - Peak and off-peak O-D pairs
 - Directional volumes along each line
 - Clustering demand by Location
 - Total miles per passenger per trip
 - Current travel time and number of individual trips
 - Current transit service hours (for level of service purposes)
 - Key origin and destination locations per line
 - Estimation of interagency (Sun Metro-ETA) transfers
- Other information directly relevant to regional transit in the county, such as:
 - Accessibility to current and proposed stops
 - Walking distance from/to current stops (average passenger's walking distance by route)
 - Existing utilities near current and proposed stops (applicable to identifying potential utility impacts on accessing stops and shelters)
 - Current and future bus fleet availability (capacity)
 - Future transportation network in the county (from the Regional Transportation Plan)
 - ETA financial and service information (annual operating and capital costs, other costs, fare revenue, marketing, etc.)

The Phase 2 Study also included a peer evaluation to evaluate ETA services with respect to comparable transit agencies, inform the development of service standards, and estimate unit costs for ETA service improvements. Performance measures from the peer evaluation are provided in Figure 12. ETA service performance circa 2019 is included in the figure.

The Phase 2 Study contained an updated TNI evaluation that is described in Chapter 5.

Peer Agency	Trips/ Revenue Mile	Trips/ Revenue Hour	Operating Expense/ Revenue Mile	Operating Expense/ Revenue Hour	Operating Expense/ Trip
CARTS Rural (Central TX)	0.18	4.26	\$4.15	\$97.32	\$22.83
Heart of Iowa Regional Transit Agency (Des Moines, IA)	*	*	*	*	*
Fresno County Rural Transit Agency (Fresno, CA)	0.21	4.65	\$3.12	\$68.36	\$14.68
Kern Regional Transit (Bakersfield, CA)	0.17	5.41	\$4.86	\$148.56	\$27.44
McLennan County (Waco, TX)	0.27	5.82	\$6.37	\$135.35	\$23.22
Panhandle Community Services (Amarillo, TX)	*	*	*	*	*
Tulare County Area Transit (Visalia, CA)	0.31	8.89	\$3.16	\$90.63	\$10.19
Webb County Community Action Agency (Laredo, TX)	0.35	5.83	\$4.07	\$66.19	\$11.34
Peer Maximum	0.35	8.89	\$6.37	\$148.56	\$27.44
Peer Minimum	0.17	2.33	\$3.12	\$66.19	\$10.19
Peer Average	0.24	5.33	\$4.29	\$101.07	\$18.28
El Paso County Transit (El Paso County, TX)	0.21	4.86	\$3.54	\$84.08	\$17.28
*Operates only DR					
Source: Rural NTD					

Source: Phase 2 Study

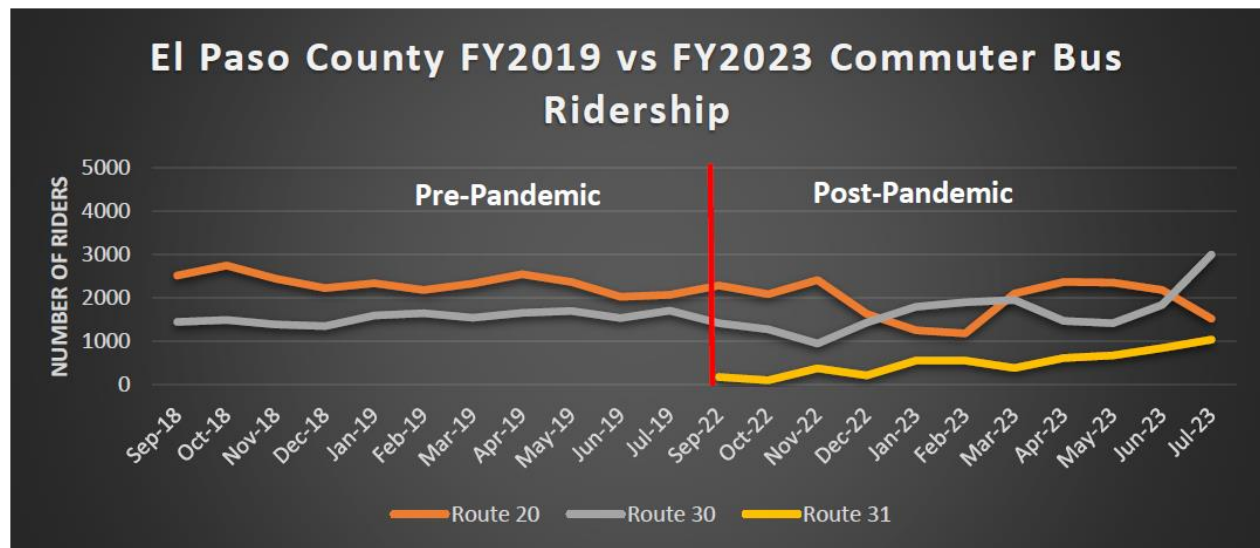
Figure 12. Peer Agencies: Fixed-Route Performance Metrics (Phase 2 Study)

The Phase 2 Study completed an updated TNI evaluation that is described in Chapter 5.

Implementation Plan

The Implementation Plan evaluated service changes implemented after adoption of the Phase 2 Study.

Ridership data for Routes 20, 30, and 31 are depicted in Figure 13. In this ridership comparison, the team avoided using atypical data from FY 2020, 2021, and 2022 caused by the public health emergency for COVID-19 declared in March 2020. Figure 13 shows the comparison of official ridership data between FY 2019 (pre-pandemic conditions) and FY 2023 (post-pandemic conditions), when ridership started to recover to normal. Route 30 was split into Routes 30 and 31 in October 2022, so no comparison was available for the new Route 31 from FY 2019.



Source: Implementation Plan

Figure 13. Ridership Trends (Implementation Plan)

Appendix A of the Implementation Plan provided an alternative method of quantifying customer satisfaction. It was based on the Transit Capacity & Quality of Service Manual (TCQSM), 3rd Edition, which provides a transit quality of service (QoS) framework based on customers' perception of service quality. The conclusion of the alternative methodology was that, after implementing Route 31 and the changes to Routes 20 and 30, service characteristics that speak to customers' perception of service quality either stayed the same or improved after the route changes were implemented—excluding passenger loads (though buses are likely not overcrowded) and on-time performance (which could be a significant factor and should be assessed). No data are available to otherwise assess on-time performance before and after the Route 20, 30, and 31 changes.

ADA Plan

The ADA Plan did not conduct an evaluation of existing transit service performance but recounts fixed-route service levels in operation at the time the ADA Plan commenced (2023). These are shown in Figure 14. The ADA Plan reported that the total population in the ETA fixed-route service area (i.e., the area within 1/2-mile of a fixed route) included approximately 127,153 people and 37,092 households. ETA did not operate ADA paratransit service prior to development of the ADA Plan.

Table 1. Weekday and Saturday Service Hours and Headways

Route #	Weekday Start Time	Weekday Stop Time	Weekday Peak Headway (mins.)	Weekday Off-Peak Headway (mins.)	Saturday Start Time	Saturday Stop Time	Saturday Peak Headway (mins.)	Saturday Off-Peak Headway (mins.)
10	5:42 AM	7:21 PM	43	91	5:42 AM	7:21 PM	43	91
20	5:30 AM	8:20 PM	55	55	7:00 AM	4:10 PM	95	95
30	5:30 AM	7:25 PM	52	52	8:00 AM	4:40 PM	105	105
31	5:00 AM	8:15 PM	60	60	8:00 AM	5:30 PM	115	115
40	6:43 AM	6:16 PM	99	99	6:43 AM	6:16 PM	99	99
50	8:00 AM	6:00 PM	60	60	10:00 AM	6:00 PM	60	60

Note: Values in the table may be rounded. The data in the table above is based on the schedules published on El Paso County's website as of July 11, 2023. Changes may occur due to operational limitations, weather, special events, or other factors.

Table 2. Sunday Service Hours and Headways

Route #	Start Time	Stop Time	Peak Headway (mins.)	Off-Peak Headway (mins.)
20	7:00 AM	4:10 PM	95	95
30	8:00 AM	4:40 PM	105	105
31	8:00 AM	5:30 PM	115	115
50	10:00 AM	6:00 PM	60	60

Note: Values in the table may be rounded. The data in the table above is based on the schedules published on El Paso County's website as of July 11, 2023. Changes may occur due to operational limitations, weather, special events, or other factors. Routes 10, and 40 do not operate on Sundays.

Source: ADA Plan

Figure 14. Fixed-Route Service Levels in 2023

Figure 15 describes the ETA fixed-route fleet between 2015 and 2021.

Model Year	Count of Vehicles #	% Accessible Vehicles
2015	4	100%
2017	5	100%
2018	2	100%
2019	7	100%
2020	2	100%
2021	4	100%
Total	24	

Source: ADA Plan

Figure 15. ETA Fixed-Route Fleet

GPDRT Study

The GPDRT Study did not conduct an evaluation of existing transit service performance. The GPDRT Study contains an updated TNI evaluation that is described in Chapter 5. The GPDRT contains a peer evaluation that informed ridership forecasts.

FY2025 Performance Summary

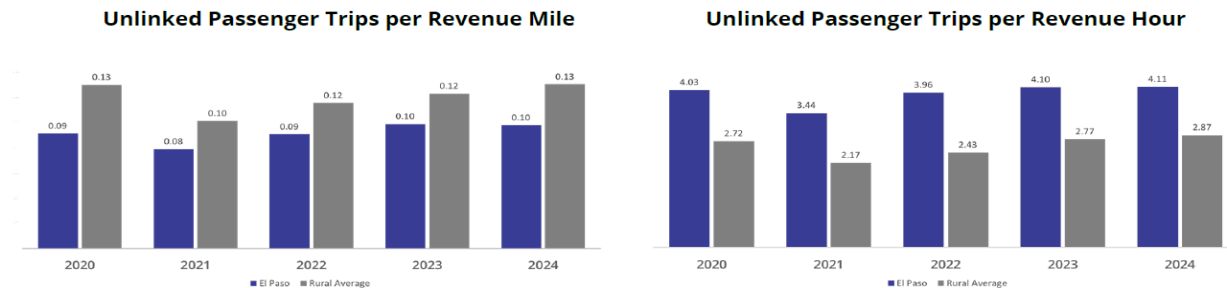
Figure 16 shows FY2025 ridership of ETA services. Figure 17 shows key performance measures for ETA services (combined) for FY2020 through FY2024.

FY2025 Ridership by Route														
Route	Operator	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Total
Route 10	Transdev	3,003	3,380	3,245	2,911	2,885	2,706	1,828	2,658	2,759	2,650	2,054	2,625	32,704
Route 20	Transdev	1,415	1,818	1,544	1,516	1,498	1,228	1,087	1,260	1,557	1,544	1,209	1,465	17,141
Route 30	Transdev	3,041	3,107	2,768	2,304	2,575	2,490	2,067	2,047	2,969	2,480	1,899	2,232	29,979
Route 31	Transdev	1,311	1,542	1,365	1,158	1,220	1,182	1,213	1,326	1,462	1,191	1,054	1,284	15,308
Route 40	Transdev	1,390	1,508	1,344	1,016	1,142	1,302	1,173	1,242	1,281	1,063	863	959	14,283
Route 50	Transdev	442	517	463	485	1,085	1,091	1,102	1,061	1,266	1,003	606	794	9,915
Route 84	Sun Metro	2,503	3,037	2,515	2,330									10,385
NMDOT Park and Ride Gold Route	All Aboard America via NMDOT	3,334	4,320	2,828	2,791	2,763	3,286	3,016	3,171	2,673	2,233	2,441	2,907	35,763
Sun Metro LIFT Route 84 Paratransit	MV Transportation via Sun Metro	Data Unavailable per Sun Metro												4,178
ETA Access	Transdev	31	67	27	101	166	256	375	408	407	486	376	546	3246
Vanpool	Enterprise	31,403	34,546	32,052	32,089	35,449	32,696	33,727	33,077	34,660	32,269	34,341	33,591	399,900
Grand Total		47,873	53,842	48,151	46,701	48,783	46,237	45,588	46,250	49,034	44,919	44,843	46,403	572,802

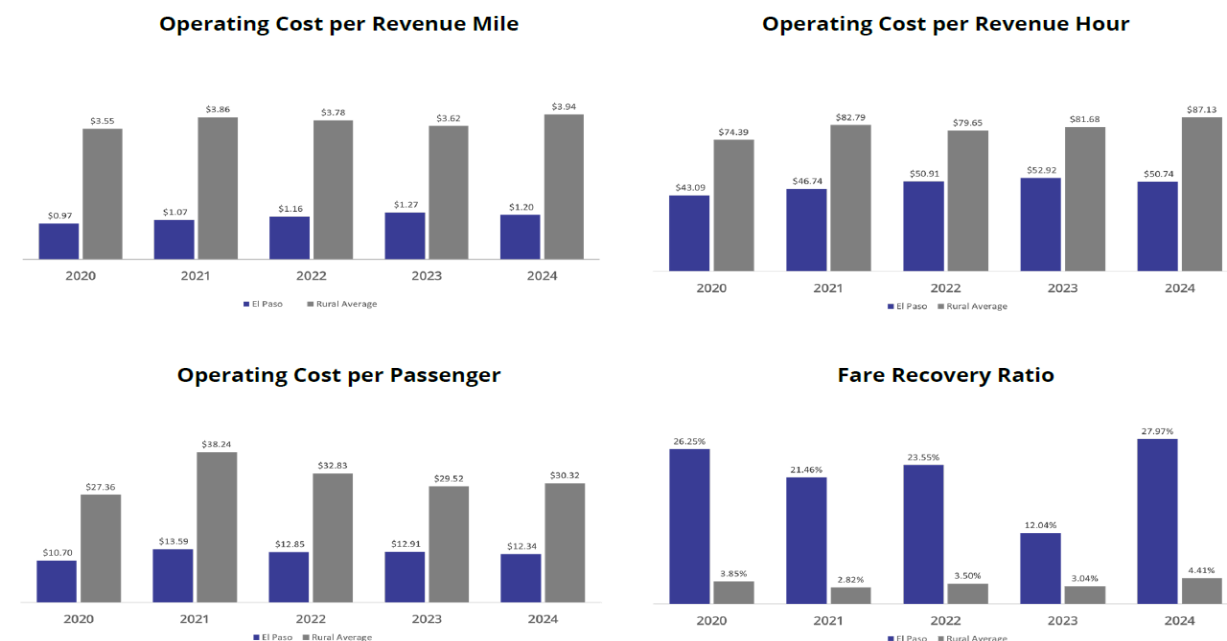
Figure 16. FY2025 ETA Ridership



Productivity in the Past 5 Years



Efficiency in the Past 5 Years



Source: Texas Transit Performance Dashboard

Figure 17. FY2024 ETA Performance (All Services Combined)

4.3 Existing Fleet & Facilities

Table 3 describes the vehicles in ETA's fleet as of October 1, 2025. The table also describes the vehicles expected to be delivered before FY2027. ETA's vehicles feature wheelchair ramps or lifts, bicycle racks, security cameras, on-board Wi-Fi, and heating and air conditioning. Fuel types currently used are CNG and gasoline. Battery electric vehicles (BEVs) are expected to be delivered in 2026. Seven buses are currently approaching their useful life. The other vehicles in the fleet are not expected to reach useful life (based on their age) before FY30.

Table 3. ETA Fleet as of December 2025

Unit No.	Year	Make	Model	Capacity*	Fuel Type	At Useful Life?	Delivery
337	2019	Ford	E-450-Glaval	16 / 2	CNG	Yes	Received
339	2019	Ford	E-450-Glaval	16 / 2	CNG	Yes	Received
340	2019	Ford	E-450-Glaval	16 / 2	CNG	Yes	Received
341	2019	Ford	E-450-Glaval	16 / 2	CNG	Yes	Received
342	2019	Ford	E-450-Glaval	16 / 2	CNG	Yes	Received
343	2019	Ford	E-450-Glaval	16 / 2	CNG	Yes	Received
344	2020	Ford	E-450-Glaval	16 / 2	CNG	Yes	Received
345	2020	Ford	E-450-Glaval	16 / 2	CNG	Almost	Received
346	2021	Ford	E-450-Glaval	16 / 2	CNG	No	Received
347	2021	Ford	E-450-Glaval	16 / 2	CNG	No	Received
348	2021	Ford	E-450-Glaval	16 / 2	CNG	No	Received
349	2021	Ford	E-450-Glaval	16 / 2	CNG	No	Received
350	2024	Ford	E-450-Glaval	16 / 2	CNG	No	Received
351	2024	Ford	E-450-Glaval	16 / 2	CNG	No	Received
352	2024	Ford	E-450-Glaval	16 / 2	CNG	No	Received
353	2024	Ford	E-450-Glaval	16 / 2	CNG	No	Received
354	2024	Ford	E-450-Glaval	16 / 2	CNG	No	Received
355	2024	Ford	E-450-Glaval	16 / 2	CNG	No	Received
356	2024	Ford	E-450-Glaval	16 / 2	CNG	No	Received
357	2025	Ford	E-450-Glaval	16 / 2	CNG	No	Received
358	2025	Ford	E-450-Glaval	16 / 2	CNG	No	Received
359	2025	Ford	E-450-Glaval	16 / 2	CNG	No	Received
360	2025	Ford	E-450-Glaval	16 / 2	CNG	No	Received
361	2025	Ford	E-450-Glaval	16 / 2	CNG	No	Received
TBD	2026	Ford	Glaval Universal	16 / 2	CNG	No	Dec. 2025
TBD	2026	Ford	Glaval Universal	16 / 2	CNG	No	Dec. 2025
TBD	2026	Ford	Glaval Universal	16 / 2	CNG	No	Dec. 2025
TBD	2026	Ford	Glaval Universal	16 / 2	CNG	No	Spring 2026
TBD	2026	Ford	Glaval Universal	16 / 2	CNG	No	Spring 2026
TBD	2026	Ford	Glaval Universal	16 / 2	CNG	No	Spring 2026
TBD	2026	Ford	Glaval Universal	16 / 2	CNG	No	Spring 2026
0124	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
0224	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
0324	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
0424	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
0524	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
0624	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
0724	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
0824	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
0924	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
01024	2024	Dodge	Promaster	8 / 2	Gasoline	No	Received
TBD	2026	Dodge Promaster OR Optimal Turtle Top UES Cutaway		8 / 2 12 / 2	BEV	No	2026
TBD	2026	Dodge Promaster OR Optimal Turtle Top UES Cutaway		8 / 2 12 / 2	BEV	No	2026

Unit No.	Year	Make	Model	Capacity*	Fuel Type	At Useful Life?	Delivery
TBD	2026	Dodge Promaster OR	Optimal Turtle Top UES Cutaway	8 / 2 12 / 2	BEV	No	2026
TBD	2026	Dodge Promaster OR	Optimal Turtle Top UES Cutaway	8 / 2 12 / 2	BEV	No	2026

*Seats / wheelchair positions

Note: According to FTA's Default Useful Life Benchmark Cheat Sheet, cutaway buses have a default useful life of 10 years and vans have a default useful life of eight years.

Existing ETA facilities include the following:

- 126 bus stops (some shared with Sun Metro)
 - 22 bus stops with a bus shelter, seating, signage, a bicycle rack, a trash receptacle, an information board, and solar-powered lighting (Type 1)
 - 52 bus stops with seating and signage by FY2026 (Type 2)
 - 52 bus stops with signage only (Type 3)
- Administrative office space located at 800 East Overland Avenue, Suite 423, in El Paso
- Leased maintenance facility located at 700 West San Francisco Avenue in El Paso

A transit administration, operations, and maintenance facility for ETA is planned to begin construction in 2027 at Windermere Avenue and Cherrington Street. To date, land acquisition is complete, and engineering and design are underway. Facility development is funded in part using a \$12.8 million grant from FTA via TxDOT. The total construction cost is \$16 million. State funds are providing local match of \$3.2 million.¹

4.4 Multimodal Connections

In addition to those listed in Table 1 and Table 2, public transportation operators in or near the ETA service area include:

- Sun Metro (multiple stops, stations, and transit centers)
- SCRTD (stops and transit centers in El Paso and Anthony)
- City of Socorro
- Amtrak (Amtrak Station at 700 W San Francisco Avenue in El Paso)
- Intercity bus operators
 - FlixBus (El Paso Bus Station at 200 W San Antonio Ave in El Paso)
 - Greyhound (El Paso Bus Station at 200 W San Antonio Ave in El Paso)
 - Limousine Express (Station at 720 S Oregon Street in El Paso)
 - Omnibus Express (Stations at 400 S Santa Fe Street in El Paso and 21 Montestruc Court in El Paso)
 - Tornado Bus Company (Station at 314 W Paisano Drive in El Paso)

ETA provides connections to the above-listed operators' services via ETA paseo at Mission Valley Transfer Center, Westside Transfer Center, and Far East Transfer Center and through direct connections via ETA access and ETA ándale (where policies permit).

¹ TxDOT application for FY 2025 Low or No Emission Grant Program and the Grants for Buses and Bus Facilities Competitive Program

Private transportation providers such as taxi companies, Uber, Lyft, and shuttle companies also operate in the region, providing access to the above-listed stops, stations, and transfer centers and to destinations including El Paso International Airport.

Pedestrian and bicycle connections are discussed in the next section.

4.5 Multimodal Accommodations

According to the 2016 El Paso MPO report *Alternative Transportation Modes and Technology Applications for Multi-Modal Transportation Planning in the El Paso Region*, the El Paso region's transit system relies heavily on effective multimodal connections, particularly pedestrian and bicycle access that supports first- and last-mile travel to transit services. The report also identifies walking as a primary access mode to transit stops throughout the region and emphasizes that the quality and continuity of pedestrian infrastructure directly influence transit usability and ridership.

Areas with connected sidewalk networks and shorter block lengths demonstrate stronger integration between transit and active transportation (e.g., bicycling and walking), while gaps in pedestrian connectivity reduce effective access to existing transit services, particularly in lower-density and outlying areas of El Paso County. Sidewalk networks, transit stop spacing, and proximity to employment, education, and services contribute to stronger first- and last-mile connectivity. However, the MPO also notes that gaps in sidewalk continuity and safe crossings along major arterials reduce effective access to transit in some corridors.

Bicycle connectivity also plays a supporting role in enhancing access to transit, particularly for longer first- and last-mile trips. The MPO's analysis highlights that, while portions of the region contain bicycle facilities that connect to transit corridors and major activity centers, the overall bicycle network is discontinuous and varies widely by geography. Improving multimodal connections (particularly between transit routes), sidewalks, and bicycle facilities remains a key opportunity to increase transit accessibility and regional mobility.

In El Paso County, multimodal accommodations supporting ETA services are more limited than in the city of El Paso and vary significantly by location. The TxDOT El Paso District Multimodal Study identifies gaps in sidewalk coverage, limited bicycle infrastructure, and safety concerns along rural and suburban roadways that affect non-motorized access to transit. These conditions can create barriers for transit-dependent populations, particularly older adults and individuals with disabilities. TxDOT's emphasis on context-sensitive design, ADA accessibility in remote areas, and equitable investment highlights the importance of improving pedestrian and bicycle accommodations near ETA service areas to enhance safety, expand access, and improve the overall effectiveness of ETA transit services.

5 PLANNED PUBLIC TRANSPORTATION SERVICES

The process for identifying the future ETA transit system includes four general steps: development of service planning guidelines and service standards, needs assessment, development and evaluation of service alternatives, and selection/adoption of a preferred service alternative. This chapter describes how previous and concurrent studies embodied these steps.

5.1 Service Planning Guidelines & Service Standards

Previous and concurrent studies created and/or refined guidelines to inform the development and evaluation of transit service alternatives. This section describes those guidelines.

Phase 1 Study

The Phase 1 study established five service scenario goals to guide service planning and evaluation of service scenarios. The service scenario goals are shown in Table 4. The Phase 1 Study also established the service standards shown in Table 5 and the route planning guidelines shown in Figure 18.

Table 4. Phase 1 Study Service Scenario Goals

Goal Title	Description	Planning Strategies	Performance Measure
Rural area coverage	Provide transit service to all residents in the rural areas of El Paso County	Serve rural areas with dial-a-ride (or similar) transit	Percent of rural population with transit access
Urban area coverage	Provide transit service to all residents in the urban areas of El Paso County	Serve urban areas with flexible- and fixed-route transit	Percent of urbanized county population with transit access
Utility	Improve the utility of transit to serve many passenger trip purposes	Provide high service availability, including both span and frequency of service (if applicable); avoid one-way loops	Number of scheduled vehicle trips added to dial-a-ride revenue hours
Effectiveness	Improve the effectiveness of transit service	Match service levels with anticipated demand; keep routes as direct as possible; vary service levels by time of day	Passengers per revenue hour
Complement Sun Metro	Improve connections between El Paso County and Sun Metro transit service	Connect county routes and rural services to Sun Metro transfer centers; improve timing of transfers between all services, where possible	Percent of routes serving non-downtown Sun Metro transfer centers and presence of pulsed-timed transfers

Table 5. Phase 1 Study Service Standards

Service Characteristic	Day of Week	Type of Service		
		DAR	Flex-Route Local Bus	Fixed-Route Local Bus
Minimum span*	Weekday	14 hours	14 hours	14 hours
	Saturday	12 hours	12 hours	12 hours
Maximum headway	Weekday (≥ 4.5 households/acre)	N/A	60 minutes	60 minutes
	Weekday (< 4.5 households/acre)	N/A	120 minutes	120 minutes
	Saturday	N/A	120 minutes	120 minutes
Preferred maximum peak headway**	Weekday (6-9 a.m. and 3-6 p.m.)	N/A	30 minutes	30 minutes

*The minimum span standard was relaxed for Route 50 because of its unique purpose, partially as a tourism-focused route.

**Preferred maximum peak headway refers to the desired headway during peak time periods; however, the preferred headway was prioritized for routes operating in denser areas and only applied when budgetary resources allowed.

Guideline Title	Guideline Description	Rationale	Related Goal
Avoid one-way loops	Where possible, avoid one-way loops in routes	Bus routes that are one-way loops significantly increase passenger travel time in at least one direction, forcing the passenger to travel longer than if the route were bi-directional.	Utility
Maintain route directness	The fixed portions of routes should be as direct as possible and avoid deviations and circuitous routing	Bus routes that leave the main through street and meander through neighborhoods add to the cost of the route and travel time for onboard passengers. Unless there is a specific street network or adequate ridership demand to necessitate the deviation, deviations should be avoided.	Utility and effectiveness
Prioritize frequency using density and transit need	Areas with higher population density, commercial density, or transit need should receive higher frequencies	All things being equal, high density and transit need predict higher ridership, especially when transit service is available and more convenient.	Utility and effectiveness
Facilitate transfers	Ensure transfers between El Paso County Transit routes and to or from Sun Metro routes are convenient	A large portion of El Paso County Transit passengers transfer when they make their trip—either to other El Paso County Transit routes or to Sun Metro routes. Facilitating transfers—both geographically and temporally—benefits riders and makes the service more convenient to use.	Utility and complement Sun Metro
Service existing passengers	Proposed transit routes, to the extent feasible, continue to serve existing passengers	The proposed transit service scenarios are not meant to adversely affect any current passengers, unless absolutely necessary to achieve planning goals and stay within budget. Any loss of transit access should impact the fewest number of passengers possible.	Coverage (rural and urban)

Source: Phase 1 Study

Figure 18. Route Planning Guidelines

Phase 2 Study

The Phase 2 Study developed guidelines for locating rural bus stops and identified bus stop locations as well as guidelines for designing rural transit services. The developed the following bus stop location guidelines from the review of relevant research, review of relevant transportation agencies' bus stop guidelines and standards, and the input of the public and stakeholders:

1. County bus stops should be 1/2 mile apart on average. Buses can stop at other locations when requested by riders, where it is safe to stop, where it is not too close to a bus stop, and within 3/4 mile of the bus route.
2. County bus stops should have a sign indicating that they are County bus stops. Some stops will also have seating or a shelter, depending on factors such as the number of people who use the stop and whether or not the stop is a transfer point (i.e., a location where passengers are likely to be waiting).
3. All bus stops should be accessible to riders in wheelchairs.
4. Bus stops should be located in areas that are highly visible, well-lit at night, near safe roadway crossings, and not prone to flooding.
5. The ability to implement these guidelines in full depends on costs, available resources (e.g., funding and available right-of-way), and operational needs.

The research team developed the following transit service planning guidelines from the Phase 1 Study findings and recommendations, the review of best practices, input from the public and stakeholders, and peer agency comparison:

1. County transit service should be available to all residents of rural El Paso County. County transit service can take the form of flexible bus routes or DAR service.
2. New or modified County transit services should serve existing riders to the extent possible.
3. County transit service should run at least 14 hours per day on weekdays and at least 12 hours per day on weekends.
4. County transit service should not compete for riders with Sun Metro bus service.
5. Bus routes should (a) connect residents of rural El Paso County to Sun Metro bus service and (b) serve key destinations in the county, such as medical centers and shopping centers.
6. Buses should run no more than 60 minutes apart during peak times and no more than 120 minutes apart at other times.
7. Bus routes should run in areas with higher population density and/or higher job density.
8. Bus routes should keep to main roads as much as possible, but buses can go up to ¾ mile into neighborhoods when requested by riders.
9. Bus routes should be as simple as possible. They should be direct and follow the same roads in both directions. Bus schedules should be easy to remember.
10. Where possible, bus routes that intersect each other or meet Sun Metro routes should be timed so that transfers are convenient.
11. DAR service should connect residents of rural El Paso County to (a) key destinations in the county and (b) Sun Metro transfer centers.

The ability to implement these guidelines in full depends on costs, available resources (e.g., funding, staffing, and technology), and operational needs.

Implementation Plan

The Implementation Plan recounted the service planning guidelines from the Phase 2 Study and provided guidance for developing GPDRT service zones.

ADA Plan

The ADA Plan did not specify service planning guidelines beyond those provided in earlier studies and those required to meet ADA obligations.

GPDRT Study

The Phase 2 Study contained transit service planning guidelines for ETA services. Since 2021, other forms of DRT have become more commonly or widely known, and best practices for operating these DRT services have emerged. These other forms of DRT include microtransit, user-side subsidy programs, and volunteer driver programs (VDPs). Accordingly, the GPDRT Study used updated transit service planning guidelines focused on GPDRT, which are as follows:

1. GPDRT should be available to all residents of rural El Paso County.
2. GPDRT can take the form of DAR, microtransit, feeder service to fixed-route transit, user-side subsidy programs, VDPs, and/or flexible bus routes (point or route deviation service).
3. New or modified transit services should serve existing riders to the extent possible.
4. Transit service should run at least 14 hours per day on weekdays and at least 12 hours per day on weekends.
5. County transit service should not compete for riders with Sun Metro bus service.
6. DRT service should connect residents of rural El Paso County to (a) key destinations in the county, and (b) Sun Metro transfer centers.
7. GPDRT should be easy to understand and use, and individuals with limited access to the internet and electronic payment methods should be able to access it.
8. GPDRT should be cost-effective (i.e., well-used while making efficient use of funding and other resources).

5.2 Needs Assessment

The needs assessment process conducted in the previous studies is described in this section. Needs were also identified through the public participation activities described in Chapter 3.

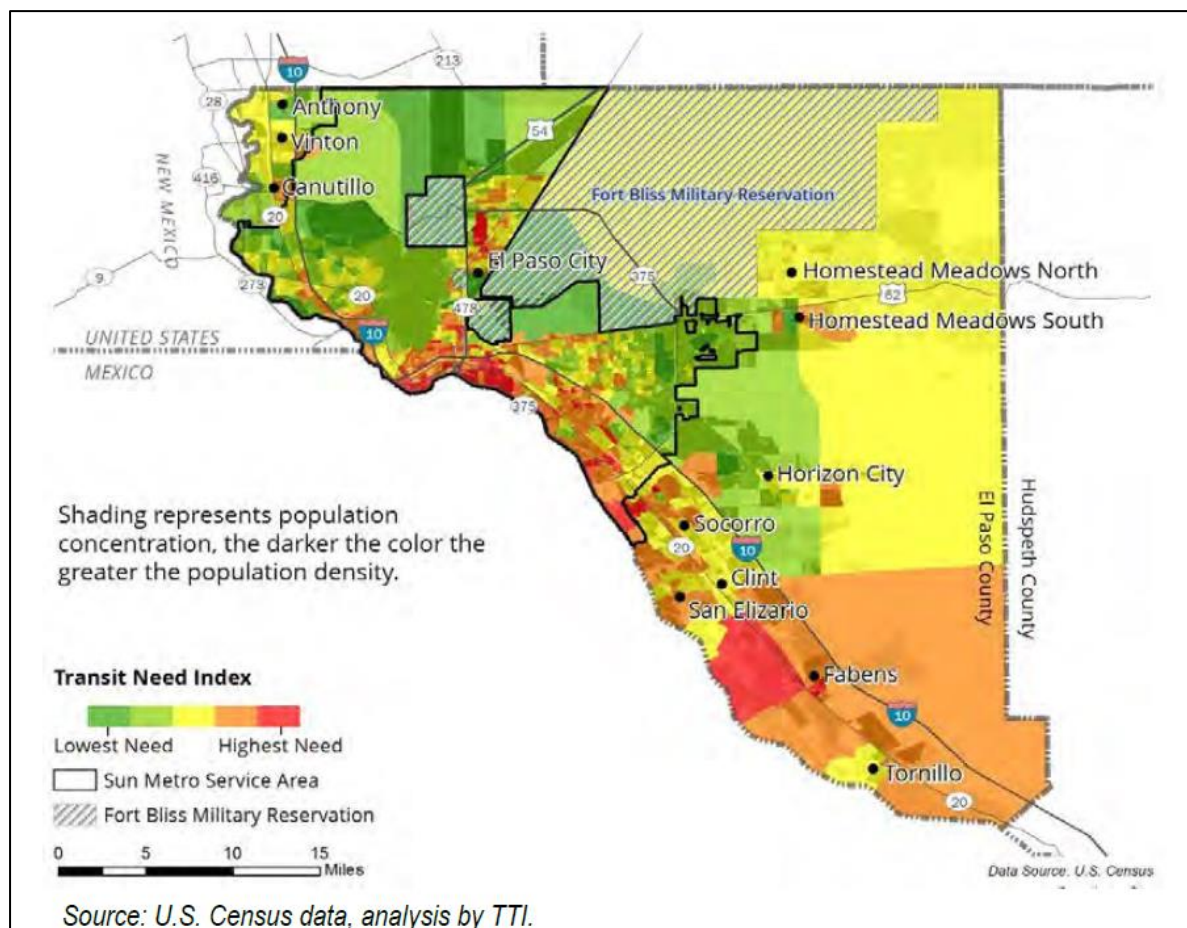
Phase 1 Study

The results of a survey conducted in 2018 indicated that 63% of current ETA riders have no driver's license, 48% have an annual household income of less than \$15,000, and 29% do not have a working vehicle in their household. ETA riders use County bus service most often for work, shopping, errands, family or personal business, and medical treatment. Seventy-five percent of ETA riders transfer to Sun Metro service, and 74% travel to and from destinations outside their local community.

The Phase 1 Study assessed needs by identifying where transit need exceeds transit supply. For this, the study team developed a transit need index (TNI) and a transit supply index (TSI) to identify the transit gaps in El Paso County.

The TNI is based on demographic statistics at the Census block group level to identify concentrations of transit need. The TNI is composed of four measures to identify transportation-disadvantaged populations or populations more likely to benefit from and use transit: elderly population, households with at least one person

with a disability, people living below the poverty level, and households with no vehicle available. Figure 19 illustrates the TNI of Census block groups in the county. The figure shows that the need for transit service in the county (as represented by the concentration of elderly populations, disabled populations, low-income households, and zero-car households) is greatest in the corridor running from downtown El Paso to Tornillo.



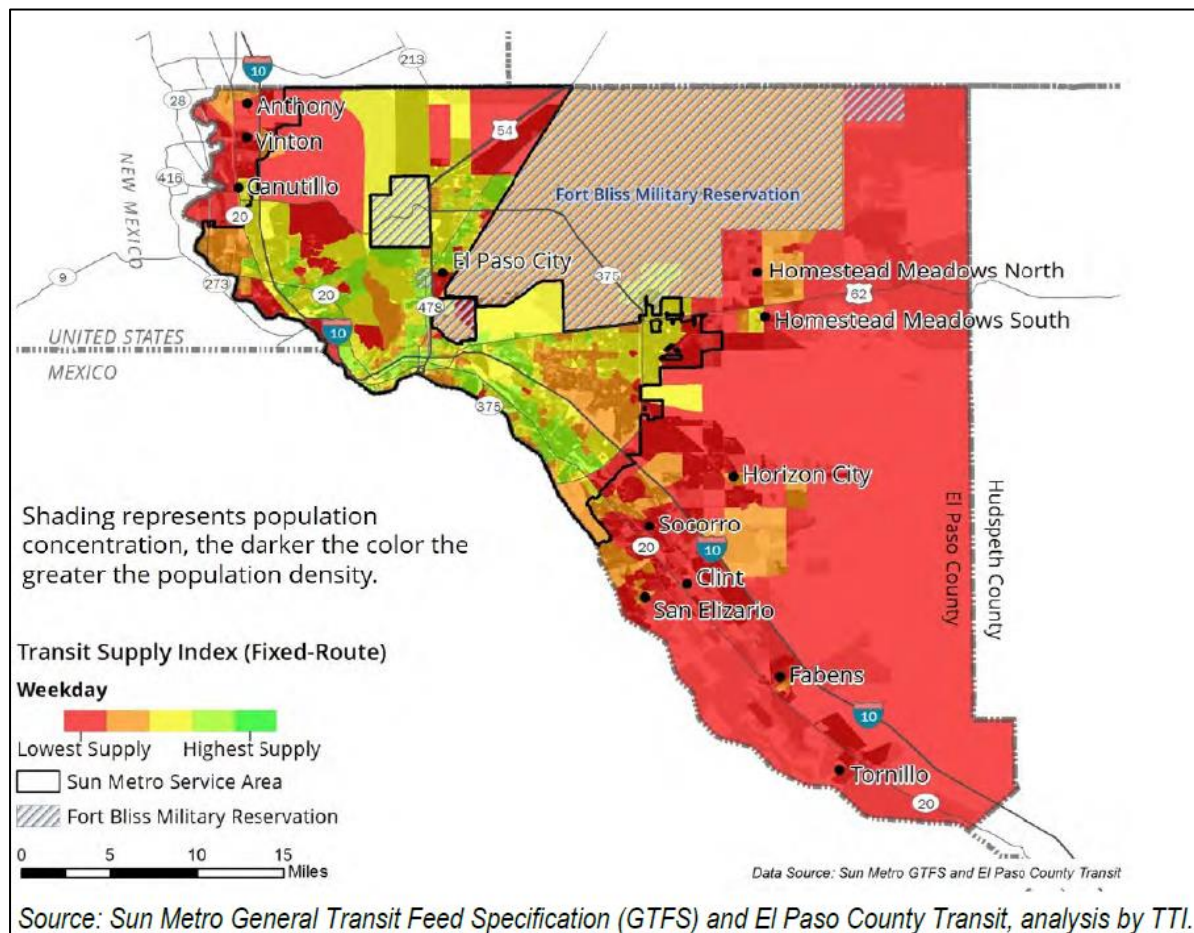
Source: Phase 1 Study

Figure 19. El Paso County Census Block Group TNI (2015-2016)

The TSI is based on three measures of transit service provided at the Census block group level:

- Service coverage, which measures Census blocks with a housing unit density greater than 3.0 units per acre (considered to be transit-supportive) and which are served by transit (i.e., within 1/2 mile of a transit route).
- Service frequency, which is the average number of bus trips per bus stop within each Census block group.
- Hours of service, which is calculated using the starting time of the earliest service and ending time of the latest service at each stop within each Census block group.

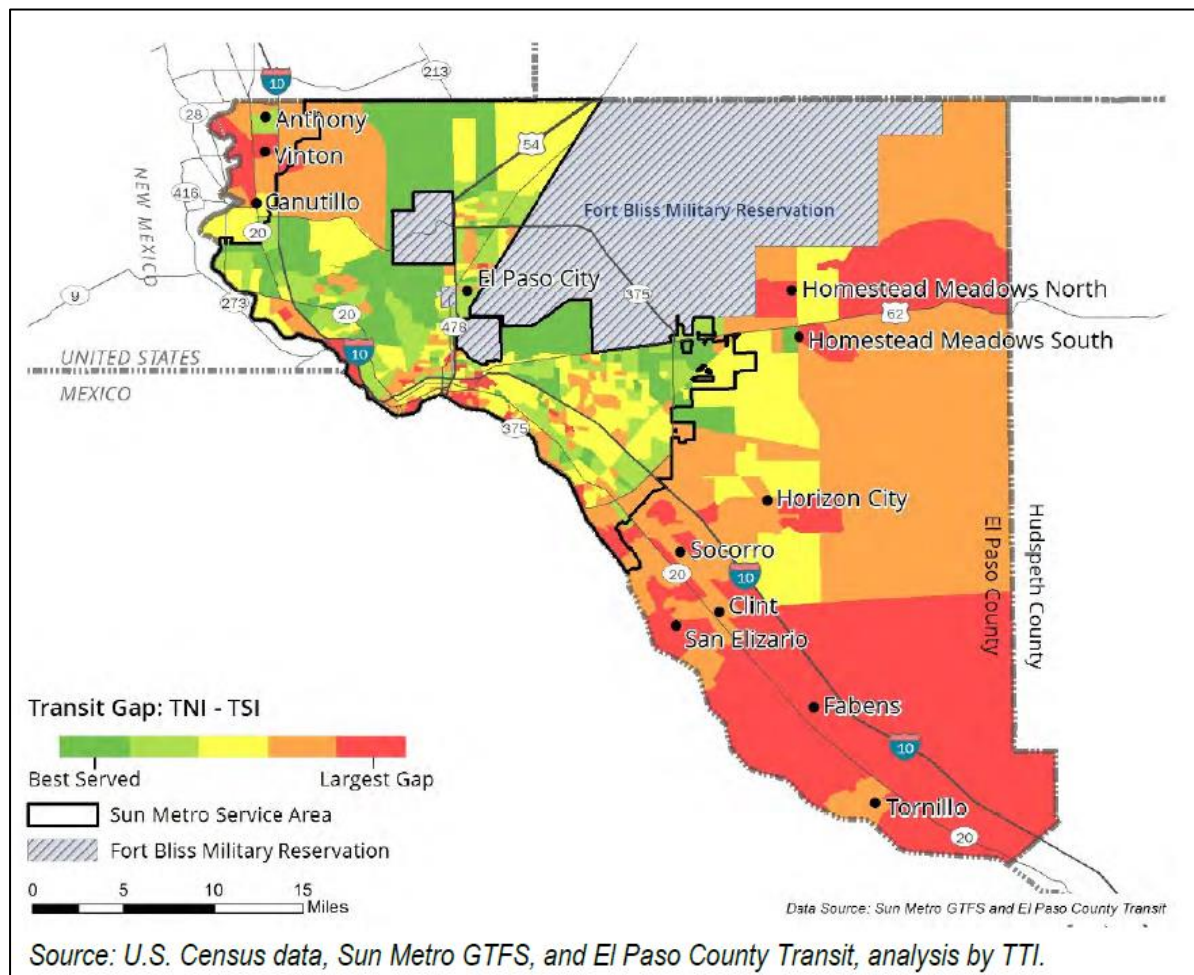
Figure 20 illustrates the TSI of Census block groups in the county. The figure shows that the supply of transit service in the county (as represented by transit service coverage, service frequency, and daily hours of transit service) is highest in the City of El Paso.



Source: Phase 1 Study

Figure 20. El Paso County Census Block Group TSI (2015-2016)

Comparison of Figure 19 and Figure 20 shows that the largest gaps in transit service in the county (as represented by the difference between transit need and transit supply) are in the southern and eastern portions of the county. The gaps are depicted in Figure 21.

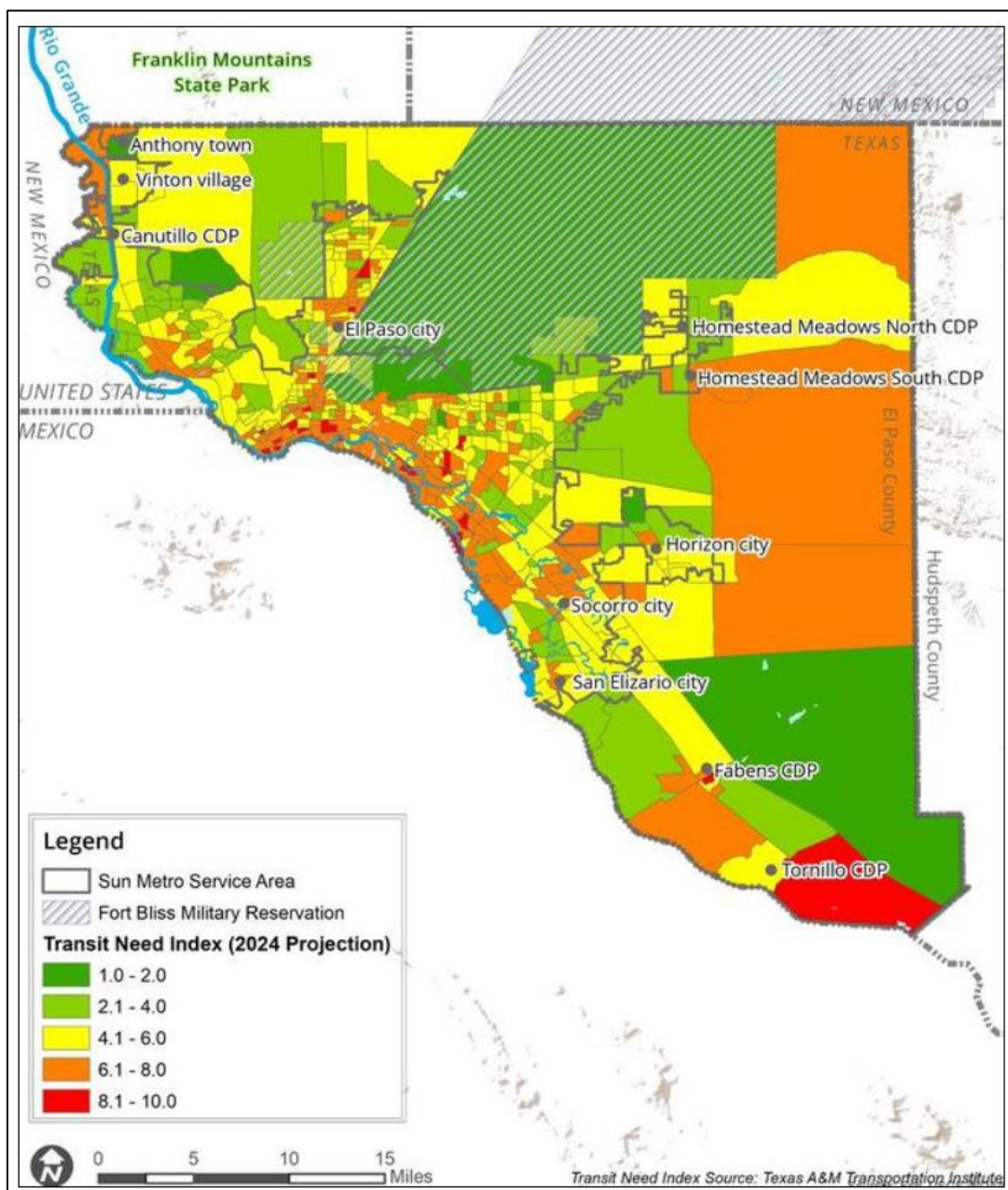


Source: Phase 1 Study

Figure 21. Transit Service Gaps in El Paso County (2015-2016)

Phase 2 Study

In the Phase 2 Study, the study team updated the TNI evaluation from the Phase 1 Study and prepared versions representing 2019 (existing) and 2024 (projected). Figure 22 shows the 2024 TNI. The study team also assessed O-D pairs, walking distance from potential bus stops, and trip-level travel times with respect to existing fixed routes to uncover gaps and service shortfalls.



Source: Phase 2 Study

Figure 22. El Paso County Census Block Group TNI (2024 Projection)

Implementation Plan

Needs assessment in the Implementation Plan reflects that conducted in the Phase 1 and Phase 2 Studies, with additional needs identified through (a) public engagement and (b) evaluation of service changes implemented after the Phase 2 Study. The Implementation Plan described ETA's ADA obligations and also identified potential technology enhancements (e.g., onboard wi-fi) and potential operating ADA models and strategies. Further, the Implementation Plan identified a need for a premium service for ADA-eligible riders that exceeds what is required by the ADA.

ADA Plan

The ADA Plan did not conduct an updated needs assessment beyond that conducted in the Phase 1 Study, the Phase 2 Study, and the Implementation Plan. The ADA Plan conducted additional public outreach to inform the development of ADA paratransit service operating policies and strategies.

GPDRT Study

Updated TNI

In the GPDRT Study, the study team updated the TNI evaluation from the Phase 2 Study. The updated TNI map is shown in Figure 23.

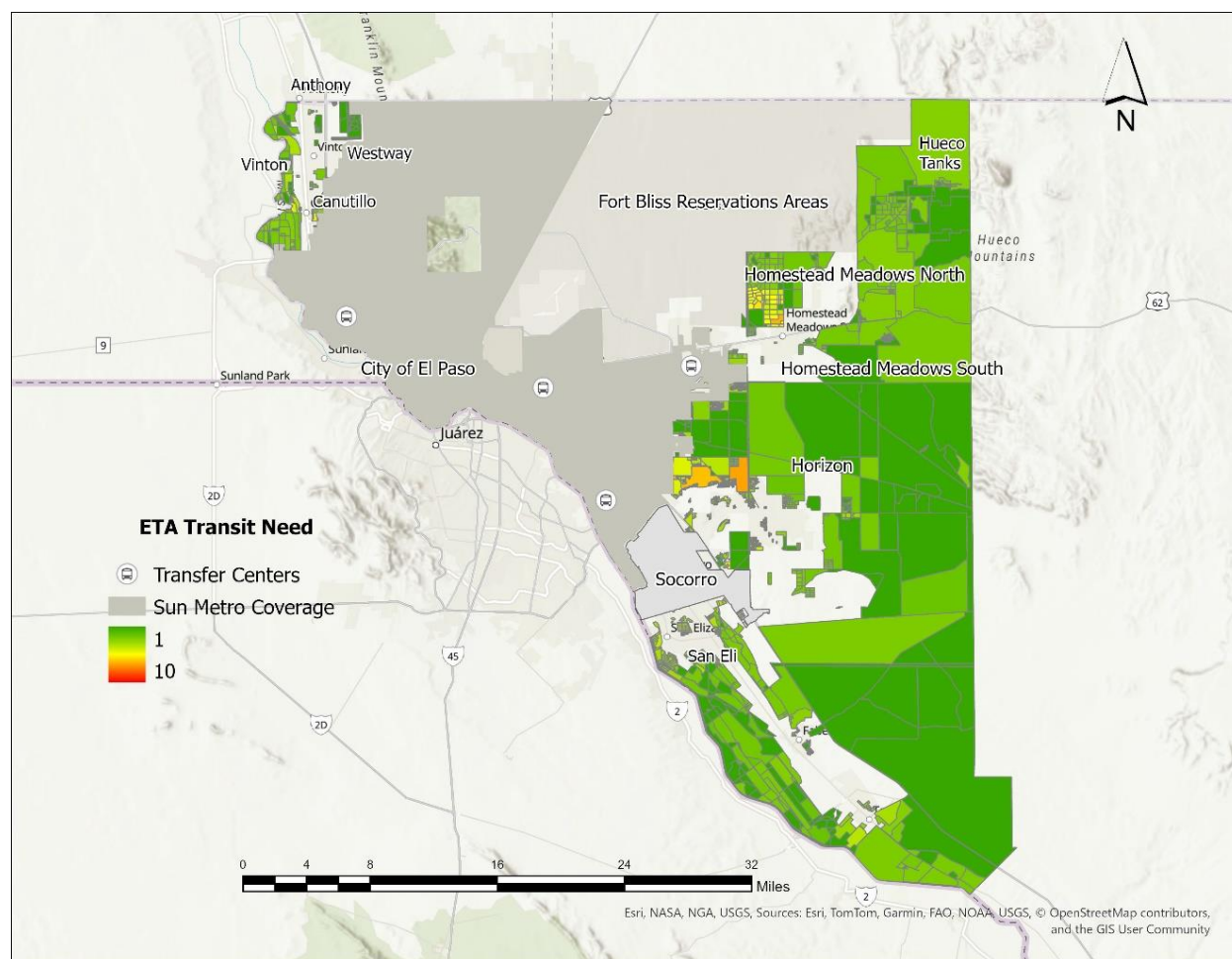
Higher-TNI areas, represented in orange and red on the map, are concentrated in locations including Homestead Meadows North (north of Montana Avenue), the Southview area located north of Eastlake Boulevard (north of Route 31), and eastern Clint. These are locations with the greatest relative need for transit services. In contrast, lower TNI Census block groups (represented in shades of green) are more prominent in less densely populated or suburban areas like Horizon City, Westway, South Tornillo, and Hueco Tanks.

In the northern westside portion of El Paso County, high TNI areas are concentrated near Canutillo and Vinton, indicating a greater need for transit services in these regions. Route 10 runs through areas with predominantly low-to-moderate transit need, providing a critical connection between communities such as Anthony, Vinton, and Canutillo. Its alignment suggests it primarily serves areas with relatively lower transit demand, emphasizing the need to evaluate its coverage against areas with higher TNI scores. This orientation on Route 10 highlights opportunities for optimizing transit resources in this region. Details on realignment of Route 10 were covered in the Phase 2 Study, suggesting more coverage for the Canutillo community.

Initial Demand Forecasts

TTI prepared estimates of Outer County GPDRT trip demand using two methodologies: a peer-based methodology and the Transportation Cooperative Research Program (TCRP) Report 161 methodology. The former translates the amount of GPDRT service currently delivered by similar public transit operators to the Outer County context. The latter estimates GPDRT demand at the planning level based on research on rural transit need and demand in regions studied by the TCRP Report 161 researchers. Both methodologies produce demand estimates that represent what could be expected after the GPDRT system matures (i.e., after one to two years). It should be noted that TCRP Report 161 indicates that using a peer-based methodology is the preferred method.

The study team concluded that 7,200 to 11,600 annual one-way GPDRT trips could be estimated to be carried by ETA GPDRT at service maturity. Some demand for GPDRT trips would be met by other providers operating in the Outer County (i.e., Vámonos Vanpool, Project Amistad, Rio Grande AAA, Viba Transportation, University Medical Center, and El Paso Veterans Administration Health Care System – Veterans Transportation Services and Disabled American Veterans Service). The study team identified several major generators that could origins and/or destinations for GPDRT trips.



Source: GPDRT Study

Figure 23. El Paso County Census Block Group TNI (2025)

5.3 Alternatives Analysis

Alternatives analyses conducted in the previous studies are summarized in this section. Based on the outcome of the previous studies, ETA has prepared detailed financial plans for FY2025 and FY2026 and is working on a detailed financial plan for FY2027.

Phase 1 Study

The Phase 1 Study proposed and analyzed six service plan scenarios, which are summarized in Table 6. Figure 24 depicts each scenario's relative performance. Figure 25 summarizes costs and applied revenues for each scenario.

Table 6. Phase 1 Study Service Plan Scenarios

Scenario	Annual Passengers	Annual Operating Cost	Annual Capital Cost	Passengers/ Hour	Operating Cost/ Passenger	% Rural Population with Transit Access	% Urban Population with Transit Access
1. Rural DAR	297,600	\$3,530,000	\$90,000	4.0	\$9.41	100%	0%
2. Baseline Flex-Route Local Bus	442,400	\$4,550,000	\$480,000	4.9	\$8.18	58%	71%
3. Flex- Route Local Bus & Rural DAR	642,200	\$6,910,000	\$610,000	5.1	\$8.88	100%	71%
4. Fixed- Route Local Bus & ADA Paratransit	549,500	\$6,400,000	\$610,000	4.7	\$9.61	44%	57%
5. Increased Flex-Route Local Bus & Rural DAR	794,500	\$7,690,000	\$880,000	5.8	\$7.89	100%	84%
6. Increased Flex-Route Local Bus & Full County DAR	806,700	\$7,970,000	\$910,000	5.7	\$8.09	100%	100%
Current Service*	371,400	\$4,220,000	\$200,000	4.4	\$9.13	53%	59%

*At the time of evaluation

Source: Phase 1 Study

Scenario	Rural Area Coverage	Urban Area Coverage	Utility	Effectiveness	Complement Sun Metro
Current Service					
Scenario 1 Rural dial-a-ride					
Scenario 2 Baseline flexible-route local bus					
Scenario 3 Flexible-route local bus and rural dial-a-ride					
Scenario 4 Fixed-route local bus and ADA paratransit					
Scenario 5 Increased flexible-route local bus and rural dial-a-ride					
Scenario 6 Increased flexible-route local bus and full county dial-a-ride					
<i>The Harvey balls display the relative performance of each scenario:</i> • An empty ball means that the scenario's score is in the lowest third. • A half-full ball means that the scenario's score is in the middle third. • A full ball means that the scenario's score is in the highest third.					

Source: Phase 1 Study

Figure 24. Visualization of Scenario Performance Measures (Phase 1 Study)

The Phase 1 Study also evaluated (1) economic impacts of County transit service and (2) alternative governance models for County transit service. The latter included the following:

1. Mass transit authority
2. Interlocal agreements with local entities
3. Local government corporation (LGC)

Figure 26 summarizes the tax authority available in the county at the time the Phase 1 Study was conducted.

Cost Element	Transit Service Scenario						
	Current Service	Scenario 1	Scenario 2	Scenario 3	Scenario 4	Scenario 5	Scenario 6
Annual Passenger Boardings	371,400	297,600	442,400	642,200	549,500	794,500	806,700
Peak Vehicles	88	83	88	95	95	99	100
Vanpool Vehicles	78	78	78	78	78	78	78
Flexible- or Fixed-Route Peak Vehicles	10		10	12	12	16	16
Dial-a-Ride or ADA Paratransit Peak Vehicles		5		5	5	5	6
Annual Revenue Hours	83,900	73,800	89,400	125,900	117,900	137,900	142,200
Annual Revenue Miles	3,414,600	3,301,900	3,630,800	4,199,100	4,031,600	4,396,600	4,474,500
Passengers per Revenue Hour	4.4	4.0	4.9	5.1	4.7	5.8	5.7
Annual Operating Cost	\$4,220,000	\$3,530,000	\$4,550,000	\$6,910,000	\$6,400,000	\$7,690,000	\$7,970,000
Annual Fare Revenue	\$830,000	\$730,000	\$930,000	\$1,210,000	\$1,120,000	\$1,420,000	\$1,440,000
Annual Net Operating Cost	\$3,390,000	\$2,800,000	\$3,620,000	\$5,700,000	\$5,280,000	\$6,270,000	\$6,530,000
Annual Amortized Capital Cost for Vehicles	\$200,000	\$90,000	\$180,000	\$310,000	\$310,000	\$390,000	\$420,000
Annual Amortized Capital Cost for Passenger Facilities	\$0	\$0	\$300,000	\$300,000	\$300,000	\$490,000	\$490,000
Total Annual Amortized Capital Cost	\$200,000	\$90,000	\$480,000	\$610,000	\$610,000	\$880,000	\$910,000
Total Annual Cost (Net Operating + Capital)	\$3,590,000	\$2,890,000	\$4,100,000	\$6,310,000	\$5,890,000	\$7,150,000	\$7,440,000
Sources of Revenue							
Federal Rural	\$1,060,000	\$860,000	\$1,220,000	\$1,480,000	\$1,380,000	\$1,570,000	\$1,490,000
Federal Rural Intercity	\$420,000	\$420,000	\$420,000	\$420,000	\$420,000	\$420,000	\$420,000
Federal CMAQ	\$860,000	\$350,000	\$860,000	\$860,000	\$860,000	\$860,000	\$860,000
Federal Urban	\$0	\$0	\$80,000	\$100,000	\$180,000	\$120,000	\$290,000
State Texas	\$430,000	\$440,000	\$430,000	\$380,000	\$400,000	\$370,000	\$390,000
State New Mexico	\$710,000	\$710,000	\$710,000	\$710,000	\$710,000	\$710,000	\$710,000
Local	\$110,000	\$110,000	\$380,000	\$2,360,000	\$1,940,000	\$3,100,000	\$3,280,000
Total Annual Revenue	\$3,590,000	\$2,890,000	\$4,100,000	\$6,310,000	\$5,890,000	\$7,150,000	\$7,440,000
Scenario Performance Measures							
Passenger Boardings per Revenue Hour	4.4	4.0	4.9	5.1	4.7	5.8	5.7
Net Operating Cost per Passenger Boarding	\$9.13	\$9.41	\$8.18	\$8.88	\$9.61	\$7.89	\$8.09
% of Rural El Paso Co Population with Transit Access	53%	100%	58%	100%	44%	100%	100%
% of Urban El Paso Co Population with Transit Access	59%	0%	71%	71%	57%	84%	100%

Source: Phase 1 Study

Figure 25. Summary of Costs and Applied Revenues for Service Scenarios (Phase 1 Study)

Jurisdiction	El Paso County	El Paso County Emergency District 2	City	Transit	Current Total Local
City of El Paso	0.5%	—	1.0%	0.5%	2.0%
El Paso County	0.5%	0.5%	—	—	1.0%
Anthony	0.5%	0.5%	1.0%	—	2.0%
Borderland	0.5%	0.5%	—	—	1.0%
Canutillo	0.5%	0.5%	—	—	1.0%
Clint	0.5%	0.5%	1.0%	—	2.0%
Fabens	0.5%	0.5%	—	—	1.0%
Horizon City	0.5%	—	1.5%	—	2.0%
San Elizario	0.5%	0.5%	1.0%	—	2.0%
Socorro	0.5%	0.5%	1.0%	—	2.0%
Tornillo	0.5%	0.5%	—	—	1.0%
Vinton	0.5%	0.5%	1.0%	—	2.0%
Westway	0.5%	0.5%	—	—	1.0%

Source: Texas Comptroller of Public Accounts.

Source: Phase 1 Study

Figure 26. Local Sales Tax Rate by Jurisdiction in El Paso County (Phase 1 Study)

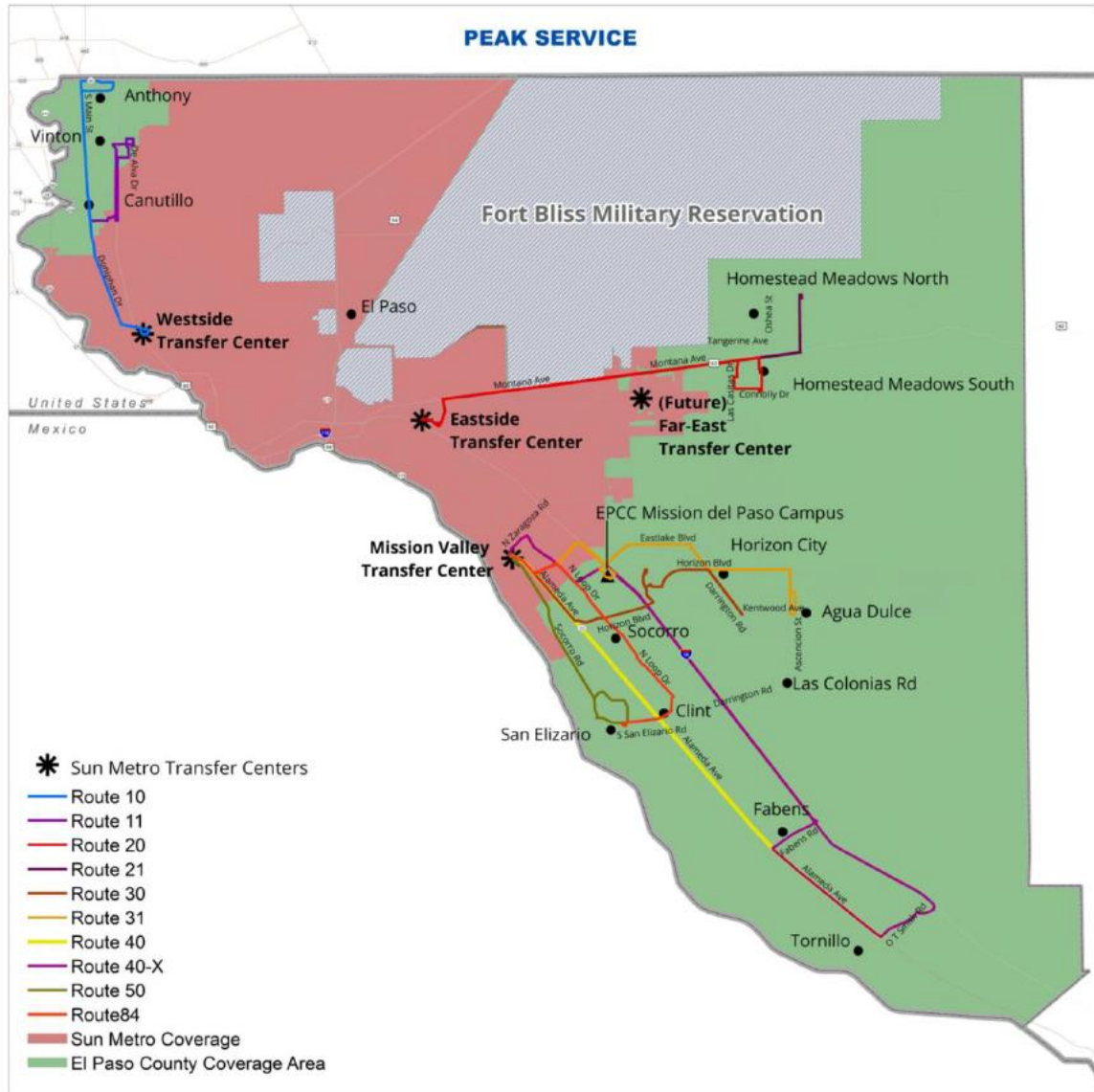
Phase 2 Study

The Phase 2 Study updated and refined Scenarios 3 and 6 from the Phase 1 Study, producing a "Proposed" Scenario and an "Enhanced" Scenario. The two scenarios are depicted in Figure 27 through Figure 29. Both scenarios included these main features:

- Flex-route local bus service operates in all currently served areas.
- Some routes have increased frequency and hours of service.
- All routes are designed to serve passengers traveling in either direction along the route and are scheduled to improve transfers between routes.
- DAR operates in all areas of the county outside the flex-route service area.
- The Gold Route and Vámonos Vanpool program continue unchanged.
- The proposed service can be enhanced with greater frequency or additional operating hours/days, subject to funding availability.

The main difference between Proposed scenario and the Enhanced scenario is that the Enhanced scenario included greater bus frequencies. Buses would run no more than 60 minutes apart on all routes. As a result of the greater bus frequencies, passengers on affected routes would significantly reduce their waiting time and overall travel time, not only during peak hours but also during off-peak hours. The Enhanced scenario would also provide Sunday service to all routes during peak and off-peak hours and would provide flex-route service during off-peak periods for Routes 20 and 21.

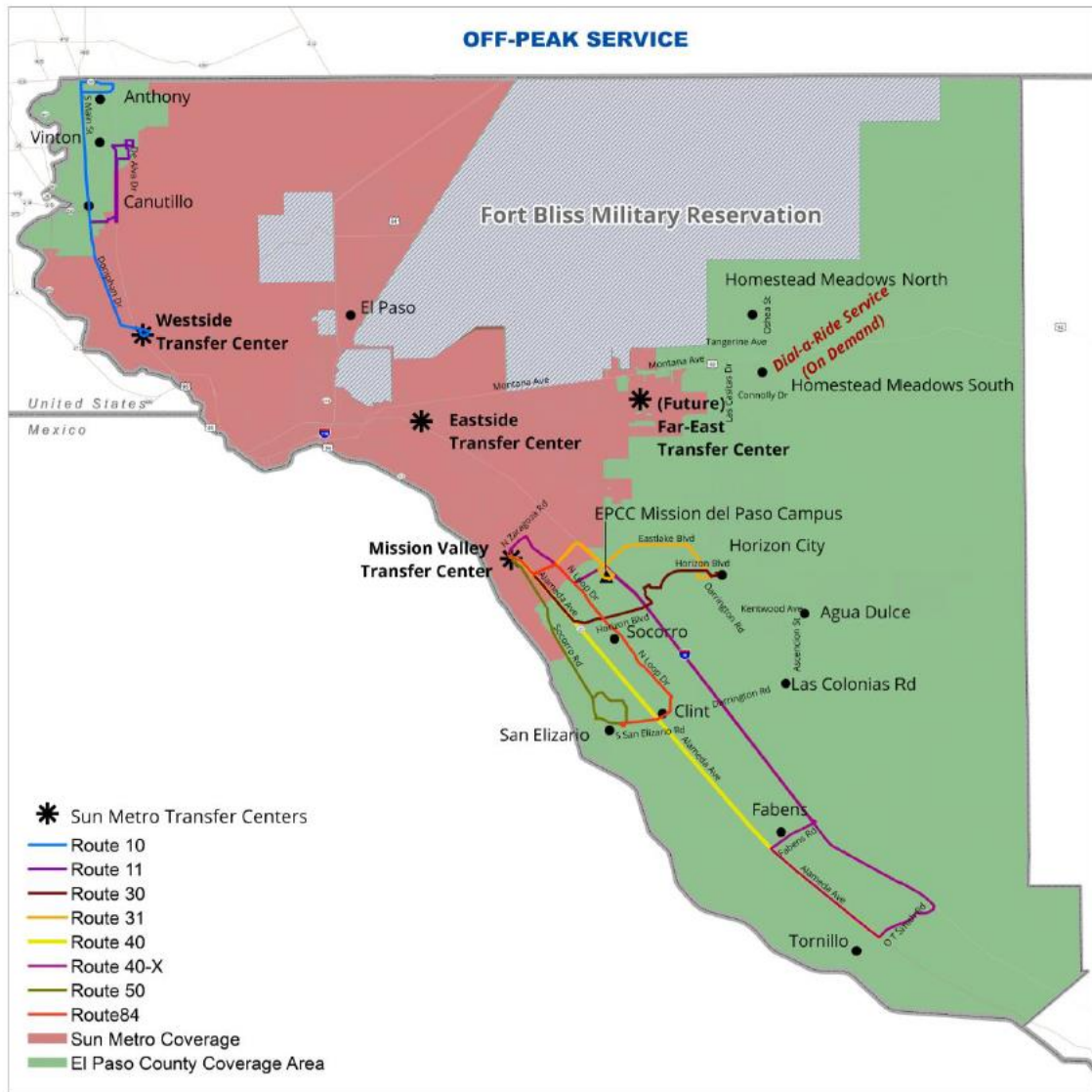
The differences between the Proposed and Enhanced scenarios are operational and mainly affect the level of service provided. That is, the route configuration and stop distribution/locations would remain essentially the same under both scenarios. Some routes under off-peak periods would experience configurations and service levels, such as Routes 30 and 31 (which would reduce their total trip length) and Routes 20 and 21 (which would not be available to the same extent during off-peak periods).



Source: Phase 2 Study

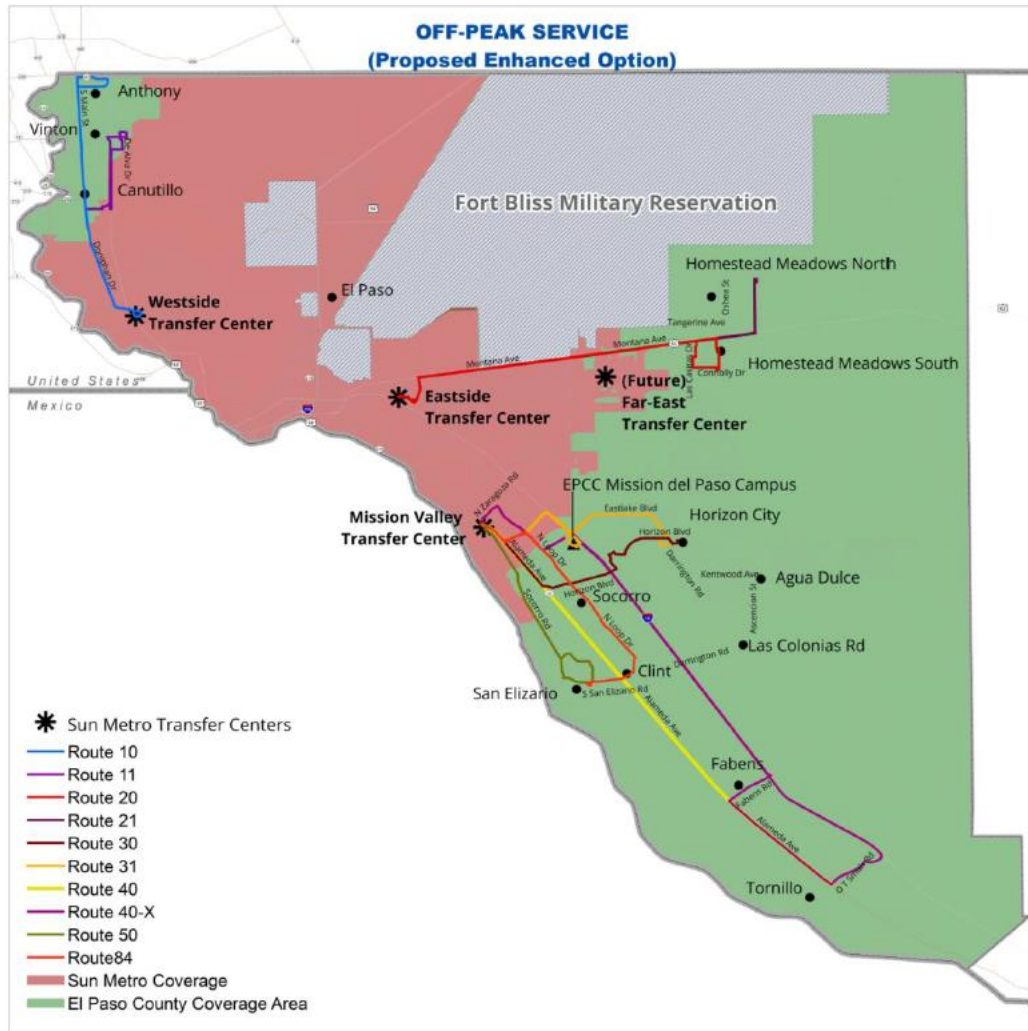
Note: The differences between the Proposed and Enhanced Scenarios in peak periods mainly pertain to the level of service provided.

Figure 27. Proposed and Enhanced Scenarios – Peak Period (Phase 2 Study)



Source: Phase 2 Study

Figure 28. Proposed Scenario – Off-Peak Period (Phase 2 Study)



Source: Phase 2 Study

Figure 29. Enhanced Scenario – Off-Peak Period (Phase 2 Study)

Ridership forecasts, revenue hours, and operating costs for the Proposed and Enhanced Scenarios are provided in Figure 30 through Figure 35. Vámonos Vanpool is included in all of the figures.

Route	Time Period	Daily Passengers	Annual Passengers
10 Anthony	Peak	35	9,210
	Off-Peak	20	5,580
11 Westway	Peak	35	9,210
	Off-Peak	20	5,580
20 Homestead Meadows South	Peak	40	10,260
21 Homestead Meadows North	Peak	15	4,360
30 Horizon City	Peak	90	22,810
	Off-Peak	30	9,180
31 East Lake	Peak	130	33,400
	Off-Peak	25	8,070
40 Tornillo	All Day	50	15,030
40X Tornillo Express	Peak	65	17,290
50 San Elizario	All Day	145	52,340
84 North Loop	All Day	40	11,900
DAR	6 Days/Week	250	77,640
Vanpool	5 Days/Week	710	185,000
Total		1,700	476,860

Source: Phase 2 Study

Figure 30. Proposed Scenario – Ridership Forecasts (Phase 2 Study)

Route	Time Period	Annual Revenue Hours	Passengers/ Revenue Hour
10 Anthony	Peak	1,300	7.1
	Off-Peak	2,730	2.0
11 Westway	Peak	1,300	7.1
	Off-Peak	2,730	2.0
20 Homestead Meadows South	Peak	1,950	5.3
21 Homestead Meadows North	Peak	1,560	2.8
30 Horizon City	Peak	1,560	14.6
	Off-Peak	2,496	3.7
31 East Lake	Peak	1,950	17.1
	Off-Peak	2,496	3.2
40 Tornillo	All Day	4,212	3.6
40X Tornillo Express	Peak	1,625	10.6
50 San Elizario	All Day	5,096	10.3
84 North Loop	All Day	4,368	2.7
DAR	6 Days/Week	21,840	3.6
Vanpool	5 Days/Week	45,534	4.1
Total		102,747	4.7

Source: Phase 2 Study

Figure 31. Proposed Scenario – Revenue Hours (Phase 2 Study)

Route	Time Period	Annual Operating Cost	Operating Cost/Passenger
10 Anthony	Peak	\$84,500	\$9.00
	Off-Peak	\$177,450	\$32.00
11 Westway	Peak	\$84,500	\$9.00
	Off-Peak	\$177,450	\$32.00
20 Homestead Meadows South	Peak	\$101,400	\$10.00
21 Homestead Meadows North	Peak	\$126,750	\$29.00
30 Horizon City	Peak	\$101,400	\$4.50
	Off-Peak	\$162,240	\$17.50
31 East Lake	Peak	\$126,750	\$4.00
	Off-Peak	\$162,240	\$20.00
40 Tornillo	All Day	\$273,780	\$18.00
40X Tornillo Express	Peak	\$105,625	\$6.00
50 San Elizario	All Day	\$331,240	\$6.50
84 North Loop	All Day	\$283,920	\$24.00
DAR	6 Days/Week	\$1,419,600	\$18.50
Vanpool	5 Days/Week	\$333,000	\$2.00
Total		\$4,051,845	\$8.50

Source: Phase 2 Study

Figure 32. Proposed Scenario – Operating Costs (Phase 2 Study)

Route	Time Period	Daily Passengers	Annual Passengers
10 Anthony	Peak	35	9,210
	Off-Peak	25	9,030
11 Westway	Peak	35	9,210
	Off-Peak	25	9,030
20 Homestead Meadows South	Peak	40	10,260
	Off-Peak	5	2,030
21 Homestead Meadows North	Peak	30	7,180
	Off-Peak	<5	870
30 Horizon City	Peak	140	36,870
	Off-Peak	30	10,710
31 East Lake	Peak	210	53,980
	Off-Peak	30	11,760
40 Tornillo	All Day	65	24,370
40X Tornillo Express	Peak	90	23,260
50 San Elizario	All Day	145	52,340
84 North Loop	All Day	35	12,860
DAR	7 Days/Week	250	90,580
Vanpool	5 Days/Week	710	185,000
Total		1,905	558,540

Source: Phase 2 Study

Figure 33. Enhanced Scenario – Ridership Forecasts (Phase 2 Study)

Route	Time Period	Annual Revenue Hours	Passengers/ Revenue Hour
10 Anthony	Peak	1,300	7.1
	Off-Peak	6,370	1.4
11 Westway	Peak	1,300	7.1
	Off-Peak	6,370	1.4
20 Homestead Meadows South	Peak	3,900	2.6
	Off-Peak	2,730	0.7
21 Homestead Meadows North	Peak	1,560	4.6
	Off-Peak	2,730	0.3
30 Horizon City	Peak	3,120	11.8
	Off-Peak	2,912	3.7
31 East Lake	Peak	3,900	13.8
	Off-Peak	2,912	4.0
40 Tornillo	All Day	9,828	2.5
40X Tornillo Express	Peak	3,250	7.2
50 San Elizario	All Day	5,096	10.3
84 North Loop	All Day	5,096	2.5
DAR	7 Days/Week	25,480	3.6
Vanpool	5 Days/Week	45,534	4.1
Total		133,388	4.2

Source: Phase 2 Study

Figure 34. Enhanced Scenario – Revenue Hours (Phase 2 Study)

Route	Time Period	Annual Operating Cost	Operating Cost/Passenger
10 Anthony	Peak	\$84,500	\$9.00
	Off-Peak	\$414,050	\$46.00
11 Westway	Peak	\$84,500	\$9.00
	Off-Peak	\$414,050	\$46.00
20 Homestead Meadows South	Peak	\$101,400	\$10.00
	Off-Peak	\$177,450	\$87.50
21 Homestead Meadows North	Peak	\$253,500	\$35.50
	Off-Peak	\$177,450	\$204.00
30 Horizon City	Peak	\$202,800	\$5.50
	Off-Peak	\$189,280	\$17.50
31 East Lake	Peak	\$253,500	\$4.50
	Off-Peak	\$189,280	\$16.00
40 Tornillo	All Day	\$638,820	\$26.00
40X Tornillo Express	Peak	\$211,250	\$9.00
50 San Elizario	All Day	\$331,240	\$6.50
84 North Loop	All Day	\$331,240	\$26.00
DAR	7 Days/Week	\$1,656,200	\$18.50
Vanpool	5 Days/Week	\$333,000	\$2.00
Total		\$6,043,510	\$11.00

Source: Phase 2 Study

Figure 35. Enhanced Scenario – Operating Costs (Phase 2 Study)

At the time the Phase 2 Study was underway, approximately \$5.7 million in annual revenue was available to support ETA (including operations and administration). Figure 32 indicates that approximately \$4.1 million would be needed to fund operations of the Proposed scenario, leaving approximately \$1.6 million for administration and other costs.

The Phase 2 Study assumed that approximately \$7.1 million—representing a 25% increase in current revenue sources—might reasonably be available to support expanded ETA service in the future (including operations and administration). Figure 35 indicates that approximately \$6.1 million would be needed to fund operations of the Enhanced scenario, leaving approximately \$1.0 million for administration and other costs.

ETA staff ultimately adopted a Selected service scenario that includes new fixed-route transit services with fixed bus stops, ADA paratransit service, demand response service, revised configurations and schedules for existing routes, and the implementation of transit technology to improve on- and off-board travelers' experiences while enhancing the transit system operations.

Implementation Plan

One goal of the Implementation Plan was to re-assess the Selected scenario resulting from the Phase 2 Study to account for significant changes that have occurred to study area travel patterns since completion of the Phase 2 Study. The main changes affecting the Selected scenario were the following:

- Impacts of the COVID-19 pandemic on ridership patterns and general traffic patterns (e.g., due to increased levels of work-from-home activity)
- Construction of an Amazon distribution center and surrounding transportation infrastructure
- Rapid commercial and residential development activity in the Eastlake Boulevard, Horizon Boulevard, and Darrington Road corridors, including new streets, new street connections, and new bicycle routes
- TxDOT's Montana Avenue corridor improvements project
- TxDOT's Doniphan Drive corridor upgrades
- New development at Enchanted Hills (Transmountain Drive and I-10)
- Establishment of the EPATS LGC
- Transit-oriented development (TOD) in Horizon City

Additionally, as a result of EPATS meetings, realignment of Route 40, implementation of Route 40X, implementation of Routes 10 and 11 (including Sunday service on both routes), and the proposed change in configuration for Route 84 were postponed beyond FY2023. ADA paratransit and DAR were also postponed—though EPATS directed that ADA paratransit should be provided as soon as possible—and EPATS was no longer interested in pursuing flex-routing. Route 20 was truncated when the Far East Transfer Center opened. Figure 36 through Figure 38 show the resulting FY2023 fixed-route service plan for the Selected service scenario.

Route Information				Span			Approx. Headway (min.)		Approx. Cycle Time (min.)		Round Trips	Revenue Service Totals			Peak Vehicles
Route #	Scenario	Start Date	Effective Through	Start	Stop	Hours	Peak	Off-Peak	Peak	Off-Peak		Hours	Miles	Speed	
10	Current	10/1/22	7/30/23	5:42 AM	7:21 PM	13.7	43	91	86	91	13	18.9	422.5	22.4	2
20	Current	10/1/22	1/8/23	5:43 AM	8:06 PM	14.4	55	55	105	105	15	27.5	687.2	25.0	2
20	Truncated	1/9/23	9/30/23	5:45 AM	8:15 PM	14.5	50	50	94	85	17	28.3	540.6	19.1	2
30	Current	10/1/22	9/30/23	5:30 AM	7:00 PM	13.5	60	60	109	116	14	27.0	537.3	19.9	2
31	Current	10/1/22	9/30/23	5:30 AM	8:00 PM	14.5	60	60	113	113	15	29.0	540.9	18.7	2
40	Current	10/1/22	9/30/23	6:43 AM	6:16 PM	11.6	99	99	94	94	7	11.4	333.8	29.3	1
50	Current	10/1/22	9/30/23	8:00 AM	6:00 PM	10.0	60	60	115	115	10	20.0	199.1	10.0	2
84	Current	10/1/22	9/30/23	5:48 AM	7:17 PM	13.5	90	90	90	90	9	13.4	233.8	17.5	1

Note: Values in the table may be rounded. The data in the table contain a mix of finalized and illustrative service schedules. For all proposed services, the final schedule may be somewhat different than what is contained in this table. Changes may be necessary due to coordinating routes with other services, operational limitations, or other factors. The current Route 30 is only included for purposes of comparing the service with the new Route 30, which was implemented on October 1, 2022. The proposed Route 40 is included only for purposes of inclusion in future service plans.

Source: Implementation Plan

Figure 36. FY2023 Service Plan – Weekdays (Implementation Plan)

Route Information				Span			Approx. Headway (min.)		Approx. Cycle Time (min)	Round Trips	Revenue Service Totals			Peak Vehicles
Route #	Scenario	Start Date	Effective Through	Start	Stop	Hours	Peak	Off-Peak	All Day		Hours	Miles	Speed	
10	Current	10/1/22	7/30/23	5:42 AM	7:21 PM	13.7	43	91	91	13	18.9	422.5	22.4	2
20	Current	10/1/22	1/8/23	5:43 AM	8:06 PM	14.4	55	55	105	15	27.5	687.2	25.0	2
20	Truncated	1/9/23	9/30/23	7:45 AM	4:00 PM	8.3		90	82	6	8.3	174.9	21.2	1
30	Current	10/1/22	9/30/23	8:00 AM	5:00 PM	9.0	105	105	104	4	7.0	159.2	22.7	1
31	Current	10/1/22	9/30/23	8:00 AM	5:30 PM	9.5	120	120	116	5	9.0	167.9	18.7	1
40	Current	10/1/22	9/30/203	6:43 AM	6:16 PM	11.6	99	99	94	7	11.4	333.8	29.3	1
50	Current	10/1/22	9/30/23	10:00 AM	6:00 PM	8.0		60	115	8	16.0	159.2	10.0	2
84	Current	10/1/22	9/30/23	7:18 AM	7:17 PM	12.0	90	90	90	8	11.9	207.5	17.5	1

Source: Implementation Plan

Figure 37. FY2023 Service Plan – Saturdays (Implementation Plan)

Route Information				Span			Approx. Headway (min.)		Approx. Cycle Time	Round Trips	Revenue Service Totals			Peak Vehicles
Route #	Scenario	Start Date	Effective Through	Start	Stop	Hours	Peak	Off-Peak	All Day		Hours	Miles	Speed	
30	Current	10/1/22	9/30/23	8:00 AM	5:00 PM	9.0	105		104	4	7.0	159.2	22.7	1
31	Current	10/1/22	9/30/23	8:00 AM	5:30 PM	9.5	120		109	5	9.0	167.9	18.7	1
40	Current	10/1/22	9/30/23											
50	Current	10/1/22	9/30/23	10:00 AM	6:00 PM	8.0			115	8	16.0	159.2	10.0	2
84	Current	10/1/22	9/30/23											

Note: Values in table may be rounded. The data in the table contain a mix of finalized and illustrative service schedules. For all proposed services, the final schedule may be somewhat different than what is contained in this table. Changes may be necessary due to coordinating routes with other services, operational limitations, or other factors. The current Route 30 is included only for purposes of comparing the service with the new Route 30, which was implemented on October 1, 2022. The proposed Route 40 is included only for purposes of inclusion in future service plans. Empty cells indicate information not available.

Source: Implementation Plan

Figure 38. FY2023 Service Plan – Sundays (Implementation Plan)

The fixed-route service plan that was assumed to be in effect starting in FY2025 is presented in Figure 39 and Figure 40. The FY2025 service plan also includes ADA paratransit, GPDRT provided countywide or in key areas beyond 3/4 mile from fixed-route service (depending on the capacity of the contractor operating the

service), Vámonos Vanpool, and the Gold Route. The Implementation Plan provides an interim service plan for CY2024 and CY2025 as well, as operator contracts were signed for calendar years, not fiscal years.

Route Information		Span		
Route #	Scenario	Start	Stop	Hours
10	Proposed	5:30 AM	7:30 PM	14.0
11	Proposed	5:30 AM	7:30 PM	14.0
20 AM PK	Proposed Truncated*	5:45 AM	8:15 AM	2.5
20 PM PK	Proposed Truncated*	3:45 PM	6:45 PM	3.0
21 AM PK	Proposed Truncated*	5:30 AM	8:00 AM	2.5
21 PM PK	Proposed Truncated*	3:30 PM	6:30 PM	3.0
30	Proposed**	5:30 AM	7:00 PM	13.5
31	Proposed**	5:30 AM	8:00 PM	14.5
40	Proposed	5:30 AM	7:15 PM	13.8
40X AM	Proposed	5:30 AM	8:00 AM	2.5
40X PM	Proposed	3:30 PM	6:30 PM	3.0
50	Proposed	5:30 AM	7:30 PM	14.0
84	Proposed	5:30 AM	7:30 PM	14.0

Note: All proposed routes are fixed routes. Flex routes are no longer planned.
 *Terminating at UESTC.
 **Originally proposed alignment during off-peak periods (i.e., not going east of Darrington).

Source: Implementation Plan

Figure 39. FY2025 Service Plan – Weekdays – Fixed Routes (Implementation Plan)

Route Information		Span		
Route #	Scenario	Start	Stop	Hours
10	Proposed	7:30 AM	4:30 PM	9.0
11	Proposed	7:30 AM	4:30 PM	9.0
20 AM PK	Proposed Truncated*	—	—	—
20 PM PK	Proposed Truncated*	—	—	—
21 AM PK	Proposed Truncated*	—	—	—
21 PM PK	Proposed Truncated*	—	—	—
30	Proposed**	8:00 AM	5:00 PM	9.0
31	Proposed**	8:00 AM	5:30 PM	9.5
40	Proposed	7:30 AM	4:30 PM	9.0
40X AM	Proposed	—	—	—
40X PM	Proposed	—	—	—
50	Proposed	7:30 AM	4:30 PM	9.0
84	Proposed	7:30 AM	4:30 PM	9.0

Note: All proposed routes are fixed routes. Flex routes are no longer planned. (—) indicates no weekend service.
 *Terminating at UESTC.
 **Originally proposed alignment (same as weekday off-peak periods).

Source: Implementation Plan

Figure 40. FY2025 Service Plan – Saturdays and Sundays – Fixed Routes (Implementation Plan)

The Implementation Plan produced an updated estimate of ADA paratransit demand. The result of applying the TCRP B-28 tool for estimating ADA paratransit demand is shown in Figure 41. With respect to the figure, the percentage of applicants for ADA eligibility was 94.3 percent because this percentage had been the predominant value in the El Paso region throughout 2023 at the time of analysis, and it was only 0.3 percent higher than 2022. Population percentage was calculated using the demographic data collected from ACS estimates. The on-time window of 25 minutes was an estimation.

TCRP Project B-28 Estimation Tool for ADA Complementary Paratransit Demand	
	Input Values
ADA service area population (2020 Census)	195,299
Base fare for ADA paratransit (Dollars)	\$3.00
Percent of applicants for ADA paratransit eligibility found conditionally eligible	94.3
Conditional trip determination	0
Percent of the population in the ADA service area in households with 2020 -2021 income below the poverty line	14.0
Effective on-time window for ADA paratransit (minutes)	25
	Results
Predicted Annual Ridership per Capita	0.14
Predicted Annual Ridership	27,940

Source: Implementation Plan

Figure 41. ETA ADA Ridership Estimate (Implementation Plan)

The predicted ridership of 27,940 is an estimation of ridership at service maturity. Based on this estimate, the study team initially estimated four vehicles would be needed to adequately provide ADA service. Detailed estimated later demonstrated that this number could be reduced to three vehicles. The vehicles would be split between three service areas—one in the westside area (Routes 10/11), one in the eastern service area (Route 20/Montana Vista), and one more in the southern service area (Routes 30, 31, 40, 50, and 84/Mission Valley). Given how all the service areas are distinctly separated by the Sun Metro coverage area, there are severe limitations on trips between ETA service areas.

The Implementation Plan proposed two approaches to implementing ADA paratransit. Approach 1 (which was ultimately selected) involved contracting with ETA's current fixed-route contractor. Approach 2 involved leveraging Sun Metro's contract with its ADA paratransit provider. It also discussed ADA paratransit service models and outlined a premium service option for ADA paratransit, which went beyond ADA requirements for service area and service hours.

For GPDRT, the Implementation Plan discussed types of GPDRT, management models, and phasing of GPDRT implementation. Phasing consisted of the following:

1. Ensuring that riders affected by fixed-route service changes would continue to have access to transit service
2. Implementing transit service coverage gap service and/or feeder-to-fixed-route service
3. Implementing GPDRT countywide (via area-by-area expansion).

The Implementation Plan noted that more detail about ADA paratransit and GPDRT implementation would be provided in the ADA Plan and the GPDRT Study.

ADA Plan

The ADA Plan did not conduct alternatives analysis but updated the ADA paratransit ridership forecasts prepared in the Phase 2 Study.

In the ADA Plan, the ADA paratransit demand five-year estimate used the TCRP Report 119 ADA paratransit ridership estimation tool. The tool calculates expected annual ADA paratransit ridership (including attendants and companions) when a system operates without capacity constraints as defined by the ADA regulations. The demand estimates are based on six variables that were determined to have a highly significant impact on ADA paratransit ridership:

1. ADA paratransit service area population.
2. Base fare for ADA paratransit.
3. Percent of applicants for ADA paratransit eligibility found conditionally eligible.
4. Whether or not trip-by-trip eligibility determination based on conditions of eligibility is used.
5. Percent of service area population with household incomes below the poverty line.
6. The effective window used to determine on-time performance (i.e., the window from the passenger's point of view, including requirements to be ready early and adjustments made in the scheduling process that may not be communicated to passengers)

Figure 42 provides the monthly ridership estimates for the 24-month period from July 1, 2024, to June 30, 2026. Figure 43 provides the annual ridership estimates through December 31, 2029. The 24-month period is a ramp-up period for ridership growth, reflecting ADA paratransit service beginning July 1, 2024, and its ridership reaching maturity by June 2026. South, West, and East are the ADA service areas shown in Figure 44.

		South	West	East	Total
		Routes 30, 31, 40 and 50	Route 10	Route 20	
2024	Jul	801	17	12	830
	Aug	852	34	24	910
	Sep	903	51	36	990
	Oct	954	68	48	1,070
	Nov	1,005	85	60	1,150
	Dec	1,056	102	72	1,230
2025	Jan	1,115	119	84	1,318
	Feb	1,166	136	96	1,398
	Mar	1,217	153	108	1,478
	Apr	1,268	170	120	1,558
	May	1,319	187	132	1,638
	Jun	1,370	204	144	1,718
	Jul	1,421	221	156	1,798
	Aug	1,472	238	168	1,878
	Sep	1,523	255	180	1,958
	Oct	1,574	272	192	2,038
	Nov	1,625	289	204	2,118
	Dec	1,676	306	216	2,198
2026	Jan	1,734	323	228	2,285
	Feb	1,785	340	240	2,365
	Mar	1,836	357	252	2,445
	Apr	1,887	374	264	2,525
	May	1,938	391	276	2,605
	Jun	1,999	411	283	2,692

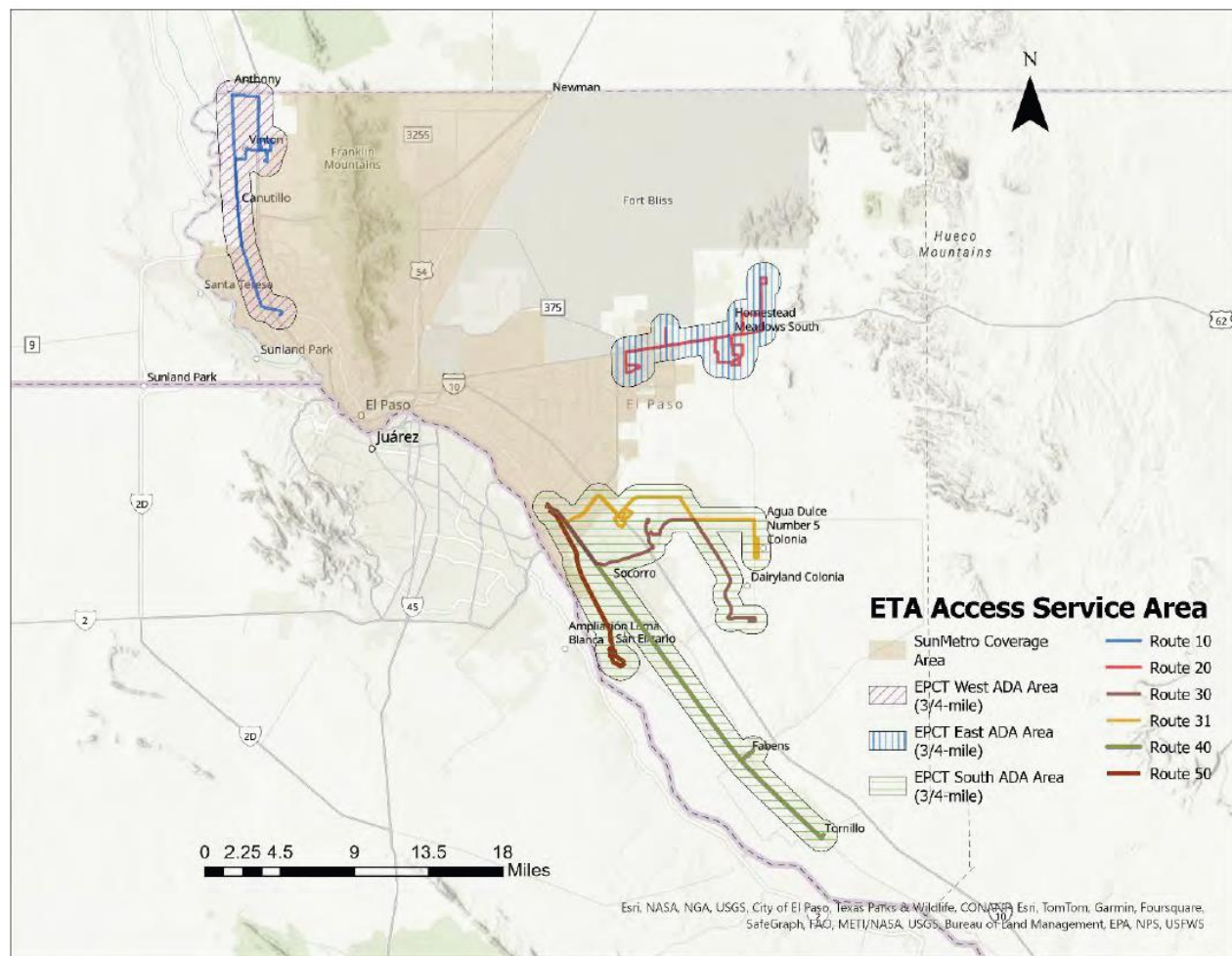
Source: ADA Plan

Figure 42. ADA Paratransit Ridership Estimates – Monthly (ADA Plan)

Calendar Year	South	West	East	Total
	Routes 30, 31, 40 and 50	Route 10	Route 20	
2024 Jul - Dec	5,571	357	252	6,180
2025	16,740	2,550	1,800	21,090
2026	22,339	4,663	3,238	30,241
2027	24,223	4,969	3,401	32,594
2028	24,466	5,004	3,412	32,881
2029	24,710	5,039	3,422	33,171

Source: ADA Plan

Figure 43. ADA Paratransit Ridership Estimates – Annual (ADA Plan)



Source: ADA Plan

Figure 44. ETA ADA Service Areas (ADA Plan)

GPDRT Study

The alternatives analysis in the GPDRT Study included (1) development of four preliminary scenarios to support exploration of a range of service options and (2) development of a preferred scenario reflecting insights gained from analysis of, discussion of, and Round 2 public input on the preliminary scenarios.

Preliminary Scenarios

The preliminary scenarios reflected Round 1 public input and industry best practices and innovations. The study team considered the following service components when crafting the preliminary scenarios:

- DAR
- Microtransit
- User-side subsidy program
- Volunteer driver program (VDP)

The preliminary scenarios were:

1. *Consolidated DAR and ADA Paratransit.* Implement a traditional DAR service in areas of the Outer County that have the highest demand density (which are close to the ADA paratransit service area).

Design the system to provide trips within these areas but also to feed the EPATS and Sun Metro fixed routes at existing transfer centers. Use the existing ETA access fleet to provide trips. Same-day rides can be accommodated when capacity allows. A VDP complements service in parts of the Outer County where demand density is low.

2. *Separate DAR and ADA Paratransit.* Implement a traditional DAR service, as described above, but operate the DAR and ADA paratransit services separately, using a new, dedicated fleet to provide DAR trips. As with Scenario #1, a VDP complements service in parts of the Outer County where demand density is low.
3. *Microtransit.* Deploy a dedicated fleet for on-demand, same-day service (i.e., microtransit) in areas of the Outer County where a productivity of over 3.0 trips per revenue hour can be sustained, recognizing that it may take some time to build ridership. (The study team noted that it might be more cost-effective to use a non-dedicated fleet until microtransit ridership matures and/or reaches 3.0 trips per revenue hour.) The advance notification would be 1 hour to ensure service equivalence; over time, data may show this advance notice could be shortened. Provide DAR service using ETA access vehicles in other areas of the Outer County where enough demand exists. A VDP would complement service in the most remote parts of the Outer County, where demand density is low.
4. *User-Side Subsidy Program.* Instead of providing DAR or microtransit service, partner with other transportation providers (e.g., taxi, Uber, Lyft, Project Amistad, Med Blue, Helping Hands Transportation, Viba Transportation, and University Medical Center) to deliver GPDRT service on an on-demand, same-day basis. Offer subsidies to reduce user fares. A VDP could complement service in the most remote parts of the Outer County.

Table 7 summarizes an analysis of the preliminary scenarios. Each scenario offered additional advantages and disadvantages documented in the GPDRT Study.

Table 7. Summary of Preliminary GPDRT Scenarios (GPDRT Study)

Preliminary Scenario	Component	Annual Ridership	Annual Operating Cost	Operating Cost/Trip	Capital Cost
#1	DAR	11,600	\$283,439	\$24.43	\$0
	VDP	6,000	\$6,720-\$33,600	\$1.12-\$5.60	\$0
#2	DAR	11,600	\$283,439	\$24.43	\$510,000
	VDP	6,000	\$6,720-\$33,600	\$1.12-\$5.60	\$0
#3	Microtransit	Insufficient demand density in Outer County and its communities			
	DAR*	11,600	\$283,439	\$24.43	\$0
	VDP	6,000	\$6,720-\$33,600	\$1.12-\$5.60	\$0
#4	User-Side Subsidy Program	11,600**	\$58,000**	\$5.00**	\$0
	VDP	6,000	\$6,720-\$33,600	\$1.12-\$5.60	\$0

*Scenario #1 model

**Assumes a 50% subsidy, an average TNC fare of \$10.00 per trip, and sufficient availability of participating transportation providers to meet all of the estimated DAR demand

Source: GPDRT Study

Preferred Scenario

The preferred GPDRT scenario includes the following components:

- *Provide DAR in the Outer County.* This service would also include Sun Metro transit centers that are allowed destinations for outgoing trips and allowed origins for return trips. The DAR service would operate on days and at times similar to ETA access. The DAR service would use the current ETA access vehicles (i.e., DAR trips commingled with ADA trips) until demand suggests additional vehicles are needed.
- *Operate microtransit within San Elizario and Clint, with connections to MVTC and EPCC.* Run the initial microtransit service as a pilot service under the ETA ándale brand.
- *Operate a user-side subsidy program throughout the Outer County.* Adjust the amount of the subsidy and establish policies to manage demand and operating costs. A user-side subsidy program and a VDP could use the same vouchers or app, if the programs are designed for it.
- *Operate a VDP service in the Outer County.* The VDP would likely not be operated by ETA, but ETA could contribute funding toward program administration and/or mileage reimbursement and possibly a WAV.

The above scenario provides riders with more than one transit option to meet their needs. It also allows for less expensive types of service to be provided where it is more cost-effective to do so. For example, the per-trip cost for a VDP is potentially lower than that of DAR, so it makes financial sense to use a VDP to serve as many trips as possible—particularly the trips that occur in the parts of the Outer County with the lowest demand density (and where DAR trips would be the most expensive to provide). That said, the potential supply of VDP service and user-side subsidy program service is not likely to be adequate to meet all demand in the Outer County, however, so DAR must be a significant component of Outer County transit service.

In the longer term, as communities within the Outer County grow and develop, microtransit might become appropriate in additional zones or subareas—potentially replacing one or more fixed routes or resulting in their restructuring. Such subareas can be monitored over time and, when they can sustain 3.0 or more trips per revenue hour, microtransit is an option that could be considered.

Subsequent work under the GPDRT Study included (1) developing and analyzing the preferred alternative in more detail, (2) developing component-specific policies and standards, (3) establishing and designing service zones where applicable, and (4) addressing coordination of the components.

5.4 Future ETA Transit Services

Table 8 summarizes the ETA transit services planned to be in place in FY 2027 through FY 2029. The services in the table are the culmination of the studies conducted between 2017 and 2026 and recent ETA staff and EPATS Board discussions. Because GPDRT services continue to be refined, the service details should be considered preliminary.

Table 8. Three-Year ETA Transit System – Preliminary

Service	Description	Mode	Status	Operator	Year 1 FY27		Year 2 FY28		Year 3 FY29		Source Study	Public Participation	Board Adoption	Notes
					Amount of Service	Unit	Amount of Service	Unit	Amount of Service	Unit				
ETA paseo	Route 10	Fixed route local	Existing	Transdev	7,698	Rev hrs	7,698	Rev hrs	7,698	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 20	Fixed route local	Existing	Transdev	4,310	Rev hrs	4,310	Rev hrs	4,310	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 30	Fixed route local	Existing	Transdev	7,705	Rev hrs	7,705	Rev hrs	7,705	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 31	Fixed route local	Existing	Transdev	8,839	Rev hrs	8,839	Rev hrs	8,839	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 40	Fixed route local	Existing	Transdev	3,615	Rev hrs	3,615	Rev hrs	3,615	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 50	Fixed route local	Existing	Transdev	6,888	Rev hrs	6,888	Rev hrs	6,888	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 11	Fixed route local	Planned	Transdev	7,698	Rev hrs	7,698	Rev hrs	7,698	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 21	Fixed route local	Planned	Transdev	6,668	Rev hrs	6,668	Rev hrs	6,668	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 40X	Fixed route express	Planned	Transdev	3,275	Rev hrs	3,275	Rev hrs	3,275	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 48 (previously Route 84)	Fixed route local	Planned	Transdev	4,595	Rev hrs	4,595	Rev hrs	4,595	Rev hrs	Phase 2 Study	Yes	Yes	
	Route 32 (Socorro-Horizon City-EPCC)	Fixed route local	Planned	Transdev	8,690	Rev hrs	8,690	Rev hrs	8,690	Rev hrs	Horizon City grant application for carbon reduction	N/A	N/A	
	Route 32X (UTEP-Horizon City)	Fixed route express	Planned	Transdev	5,741	Rev hrs	5,741	Rev hrs	5,741	Rev hrs	Horizon City grant application for carbon reduction	N/A	N/A	
ETA access	Commingled ADA paratransit and DAR	Commingled ADA paratransit and DAR	Planned	Transdev	31,510	Rev hrs	31,510	Rev hrs	31,510	Rev hrs	Phase 2 Study ADA Service Plan GPDRT Study	Yes Yes Yes	Yes Yes Pending	To replace existing ADA paratransit
ETA ándale	San Elizario and Clint plus connections to Socorro, MVTC, and EPCC Mission del Paseo	Microtransit	Existing	Transdev	3,444	Rev hrs	3,444	Rev hrs	3,444	Rev hrs	9/24/25 EPATS Board meeting	N/A	N/A	Pilot
	Socorro + limited external connections	Microtransit	If contracted by City of Socorro	ETA	8,760	Rev hrs	8,760	Rev hrs	8,760	Rev hrs	Socorro TDP	Yes	Yes	
Vámonos	Countywide	Vanpool	Existing	Enterprise	TBD	Vanpools	TBD	Vanpools	TBD	Vanpools	N/A	N/A	N/A	
Gold Route	One corridor from El Paso (two transfer centers) to/from Anthony to/from Las Cruces	Commuter bus	Discontinued May 2026	NMDOT/All Aboard America	7,001	Rev hrs	7,001	Rev hrs	7,001	Rev hrs	N/A	N/A	N/A	
User-side Subsidy Program	In Outer County, subject to operating policies	User-side subsidy program	Planned	TBD	2,900	One-way trips	2,900	One-way trips	2,900	One-way trips	GPDRT Study	Yes	Pending	Name TBD
VDP	In Outer County, subject to operating policies	VDP	Planned	TBD	6,000	One-way trips	6,000	One-way trips	6,000	One-way trips	GPDRT Study	Yes	Pending	Name TBD
SunCycle	Bike-sharing in Horizon City, San Elizario, and Clint	Bikeshare	Pending negotiations with CRRMA	CRRMA/Mesilla Pedicab Company	TBD	TBD	TBD	TBD	TBD	TBD	N/A	N/A	N/A	CRRMA owns SunCycle

5.5 Future Fleet & Facilities

Table 9 describes the vehicles and facilities investments needed by ETA in FY27, FY28, and FY29. These vehicles and facilities add to what is described in Section 4.3. The existing bus fleet is assumed to be adequate to operate the new fixed routes.

Table 9. New Vehicles and Facilities for Future ETA Transit System (Preliminary)

Capital Item	FY27	FY28	FY29
Revenue Vehicles			
<i>New – Bus</i>	0	0	0
<i>Replacement – Bus</i>	0	0	0
<i>New – Van</i>	2	0	0
<i>Replacement – Van</i>	0	0	0
Non-Revenue Vehicles			
<i>New</i>	0	0	0
<i>Replacement</i>	0	0	0
Bus Stops – New			
<i>Type 1 (shelter)</i>	22	0	0
<i>Type 2 (seating and signage)</i>	28	0	0
<i>Type 3 (signage only)*</i>	37	0	0
Bus Stops – Replacement			
<i>Type 1 (shelter)</i>	0	0	0
<i>Type 2 (seating and signage)</i>	0	0	0
<i>Type 3 (signage only)</i>	0	0	0
ETA Operations Facility			
<i>Construction</i>	1	1	0
<i>Equipment</i>	0	0	0
<i>Other</i>	0	0	0

Note: The estimated life of bus stop infrastructure was assumed to be 20 years.

*Includes signs installed at existing Sun Metro bus stops

6 REGIONAL CONNECTIVITY AND COORDINATION

Section 4.4 discusses other public transportation operators in the region and their points of connection to ETA (direct and indirect). The future ETA transit system supports regional transit goals by providing 100% of residents of the rural county with access to one or more ETA-funded public transportation services. These services, in turn, provide connectivity to the public transportation services offered by other entities or to transportation hubs, allowing regional travel to jobs, medical care, social services, and other destinations.

ETA and Sun Metro have previously had discussions regarding service duplication and service coordination and will continue to have such discussions. ETA and Sun Metro maintain an agreement that allows ETA to use Sun Metro transfer centers and bus stops within the City of El Paso right-of-way.

7 FINANCIAL PLAN

This chapter contains a preliminary three-year financial plan for ETA. The financial plan described in this chapter is considered "preliminary" because of the following:

1. Development of GPDRT services is ongoing. Service designs, policies, revenue sources, capital needs, and implementation schedules for commingled ETA access service, ETA ándale, the user-side subsidy program, and the VDP are being refined.
2. ETA is conducting ongoing discussions with Socorro regarding contracted microtransit service and with CRRMA regarding bike-sharing infrastructure in the ETA service area.
3. The calculation method for Section 5307 revenues is under discussion.

The annual progress report for the TDP will include a revised three-year financial plan that reflects the resolution of the above-listed items and the development of ETA's FY27 budget.

Table 10 summarizes ETA's preliminary three-year financial plan for operations. Appendix B contains the preliminary financial plan for operations broken down by fiscal year and service. Table 11 summarizes ETA's preliminary three-year financial plan for capital. In both tables, costs were assumed to increase by 5% per year.

Table 10. Summary of ETA Preliminary Three-Year Financial Plan – Operations

Financial Plan Element	FY27	FY28	FY29
Costs			
Annual Purchased Transportation Cost	\$10,240,000	\$10,750,000	\$11,290,000
Annual Other Operating Costs	\$90,000	\$90,000	\$90,000
Annual Administrative & Planning Costs	\$1,380,000	\$1,450,000	\$1,520,000
ETA Labor – Grant Funded	\$950,000	\$1,000,000	\$1,050,000
Other Admin Costs – Grant Funded	\$140,000	\$150,000	\$160,000
Other Admin Costs – Locally Funded	\$300,000	\$320,000	\$340,000
Total Costs	\$11,710,000	\$12,300,000	\$12,920,000
Revenues			
Fares Applied	\$0	\$0	\$0
Federal Revenue Applied	\$7,210,000	\$7,570,000	\$7,950,000
5311 and 5307	\$7,170,000	\$7,530,000	\$7,910,000
Grant(s) to Be Identified	\$30,000	\$30,000	\$30,000
Texas State Revenue Applied	\$580,000	\$610,000	\$640,000
Total Revenues	\$7,790,000	\$8,180,000	\$8,590,000
Local Share Required	\$3,920,000	\$4,120,000	\$4,330,000

Note: No fare revenues are included, due to ETA's fare-free policy.

Table 11. Summary of ETA Preliminary Three-Year Financial Plan – Capital

Capital Item	FY27	FY28	FY29
Costs			
Revenue Vehicles			
<i>New – Bus</i>	\$0	\$0	\$0
<i>Replacement – Bus</i>	\$0	\$0	\$0
<i>New – Van</i>	\$340,000	\$0	\$0
<i>Replacement – Van</i>	\$0	\$0	\$0
Non-Revenue Vehicles			
<i>New</i>	\$0	\$0	\$0
<i>Replacement</i>	\$0	\$0	\$0
Bus Stops – New			
<i>Type 1 (shelter)</i>	\$605,000	\$0	\$0
<i>Type 2 (seating and signage)</i>	\$53,900	\$0	\$0
<i>Type 3 (signage only)</i>	\$4,100	\$0	\$0
Bus Stops – Replacement			
<i>Type 1 (shelter)</i>	\$0	\$0	\$0
<i>Type 2 (seating and signage)</i>	\$0	\$0	\$0
<i>Type 3 (signage only)</i>	\$0	\$0	\$0
ETA Operations Facility			
<i>Construction</i>	\$4,000,000	\$12,000,000	\$0
Equipment	\$0	\$0	\$0
Other	\$0	\$0	\$0
Total Costs	\$5,003,000	\$12,000,000	\$0
Revenues			
5339(b) Grant Award	\$3,200,000	\$9,600,000	\$0
5339(b) State Match	\$800,000	\$2,400,000	\$0
Grant(s) to Be Identified	\$572,200	\$0	\$0
Total Revenues	\$4,802,400	\$12,000,000	\$0
Local Share Required	\$200,600	\$0	\$0

8 PERFORMANCE EVALUATION PROGRAM

Previous studies used performance measures and service standards to evaluate transit services and transit service alternatives. This section describes those measures. ETA intends to develop a formal performance evaluation program—informed by the performance measures used in the previous studies and suggested in the SEP—in 2026. The formal will include board reporting templates and will follow best practices guidance (e.g., that in TCRP Report 88). The formal program will resolve inconsistencies in the performance measures and service standards used in the previous studies and fill in gaps.

Table 12 lists performance measures and service standards identified or proposed in the previous studies and in other ETA documents. The measures suggested in the SEP are ridership, on-time performance, passengers per mile, number/type of complaints received, call center performance, number/type of incidents, number of breakdowns, missed trips, service delays, revenues, expenses, cost recovery, cost per vehicle mile, revenue per passenger, and revenue per mile.

Table 12. Performance Measures and Standards from Previous Studies and Other Documents

Transit Service	Performance Measure	Description	Standard	Notes
Fixed-route bus	Vehicle load (maximum load factor)	The average of all loads during the peak operating period compared to vehicles' achievable capacity. Should not exceed vehicles' achievable capacity (seating plus standing passengers).	1.125 for Type 3b vehicle (176-inch wheelbase cutaway with a lift)	From the Title VI Program (revised September 2023)
	Vehicle headways	The time between vehicle arrivals	Maintain the headways specified	From the Title VI Program (revised September 2023)
	On-time performance	The percentage of vehicles that complete their routes no more than 0 minutes early and no more than 5.5 minutes late, with respect to established timetables	95%	From the Title VI Program (revised September 2023)
	Service availability	Percent of service area residents within 1/2 mile of bus service	75%	From the Title VI Program (revised September 2023)
ADA paratransit	Average reservations hold time	Average duration customers are placed on hold while making trip reservations	2 minutes for any given hour	From the ADA Plan
	Maximum hold time	Maximum duration for which a customer is placed on hold while making trip reservations	5 minutes for any given hour	From the ADA Plan
	Average service day hold time	Average duration customers are placed on hold while making service day calls	1 minute	From the ADA Plan
	Maximum service day hold time	Maximum duration for which a customer is placed on hold while making service day calls	2 minutes	From the ADA Plan
	Trip denials	Trips that cannot be accommodated within the allowable one hour before or after the requested trip time. Goal is 0% of total requested trips.	No more than 0.1% of trip requests	From the ADA Plan
	On-time performance	Pickups: Vehicle arrivals within the pickup window, which is 15 minutes before and 15 minutes after the originally scheduled pickup time.	Pickups: 90% Dropoffs: 95%	From the ADA Plan

Transit Service	Performance Measure	Description	Standard	Notes
		Dropoffs: Vehicle arrivals within the dropoff window, which is 30 minutes before the originally scheduled dropoff.		
	Missed trips	Percentage of trips in which vehicle does not arrive, vehicle arrives early and departs early (before the pickup window begins), vehicle arrives on time and departs early (before the five-minute driver wait time), driver does not carry out specific instructions associated with a trip (e.g., waits at the wrong entrance), or vehicle arrives after the pickup time and customer no-shows or cancels. Represents events in which the trip does not occur due to no fault of the rider.	No more than 0.5% of total scheduled trips	From the ADA Plan
	Travel time	Percentage of excessively long trips, defined by comparing scheduled travel times to those on fixed-route bus for the same trip on the same time and same day	Less than 2%	From the ADA Plan
GPDRT	Total passenger trips	Number of times a passenger boards a vehicle	To be set by zone to be and adjusted as zones mature and new generators of service are established or disappear	Suggested in the Implementation Plan and GPDRT Study
	Passenger trips per revenue hour	The number of passengers carried per 1 hour of revenue service	DAR: Minimum of 2.0 Microtransit: Minimum of 4.0	Suggested in the Implementation Plan and GPDRT Study
	Returning riders	The number of repeat or returning customers, calculated through GPDR scheduling of unique riders	Number of unique riders that take at least 4 trips per month (two round trips)	Suggested in the Implementation Plan and GPDRT Study
	On-time arrivals	DAR: The percentage of trips in which the vehicle arrives within the confirmed pickup or drop-off window and the trip is completed Microtransit: The percentage of trips in which the vehicle arrives to pick up a passenger within the scheduled	DAR: At least 90% Microtransit: At least 92%	Suggested in the Implementation Plan and GPDRT Study

Transit Service	Performance Measure	Description	Standard	Notes
		pickup time window. Standard might depend on zone size.		
	Onboard time	The percentage of excessively long trips	DAR: 95% of trips completed with customer ride times not exceeding 60 minutes Microtransit: 98% of trips completed with customer ride times not exceeding the maximum established for the zone	Suggested in the Implementation Plan and GPDRT Study
	Missed trips	The percentage of trips in which vehicle does not arrive, vehicle arrives early and departs early (DAR), vehicle arrives on time and departs early (before the five-minute driver wait time), driver does not carry out specific instructions associated with a trip (e.g., waits at the wrong entrance), or vehicle arrives after the pickup time and customer no-shows or cancels (DAR). Represents events in which the trip does not occur due to no fault of the rider.	DAR and microtransit: 0.5% of total trips scheduled	Suggested in the Implementation Plan and GPDRT Study
	Fixed-route feeder trips	The percentage of GPDRT trips in a zone transferring to the fixed-route system	To be set by zone	Suggested in the Implementation Plan and GPDRT Study
	Completed trips	The percentage of requested trips completed. Trips not completed include trips that are cancelled late and trips in which the rider no-shows.	DAR: No more than 5% no-shows plus late cancellations Microtransit: 85% or more completed	Suggested in the Implementation Plan and GPDRT Study
	Percent shared rides	The percentage of rides that are shared with other customers	To be set by zone	Suggested in the Implementation Plan and GPDRT Study

Transit Service	Performance Measure	Description	Standard	Notes
	Operational cost per passenger trip	The cost of providing one passenger trip. Differs for DAR and microtransit based on resources used to deliver service and zone characteristics.	DAR: To be set by zone Microtransit: Measured against the cost of providing equivalent fixed-route service in the zone with similar headways (after the zone has matured)	Suggested in the Implementation Plan and GPDRT Study
	Operational cost per revenue mile	The cost of providing one unit (mile) of service. Includes labor, fuel, and maintenance costs	DAR: To be set by zone Microtransit: To be set by zone	Suggested in the Implementation Plan and GPDRT Study
	Number of passenger trips by individuals with disabilities	The percentage of customers using a mobility device or requesting a higher level of mobility assistance DAR: The number of individuals scheduled as door-to-door and/or who use a mobility device Microtransit: The number of individuals requesting a WAV trip at booking	DAR: To be set by zone Microtransit: To be set by zone	Suggested in the Implementation Plan and GPDRT Study
	Number of passenger trips to essential services	The number of trips to essential services, including school, medical, grocery, shopping, affordable housing, senior housing, dental, pharmacy, financial institutions, government offices, and social service agencies.	DAR: To be set by zone Microtransit: To be set by zone	Suggested in the Implementation Plan and GPDRT Study
	Complaints per 10,000 passenger trips	The number of complaints per 10,000 passenger trips	Fewer than 10 complaints per 10,000 passenger trips	Suggested in the Implementation Plan and GPDRT Study
	Preventable incidents per 100,000 total miles	The number of preventable incidents (e.g., breakdowns) occurring per 100,000 total miles	No more than 1.20 preventable accidents per 100,000 total miles	Suggested in the Implementation Plan and GPDRT Study
	Revenue miles between vehicle failures	Total revenue miles between mechanical failures (e.g., wheelchair lift failures) based on agency policy and NTD definitions	Minimum of 50,000 revenue miles between mechanical failures	Suggested in the Implementation Plan and GPDRT Study

APPENDIX A – OCTOBER 2025 ETA TITLE VI PROGRAM



EL PASO
TRANSPORTATION
AUTHORITY

Title VI Program October 1, 2025 to September 30, 2028



October 2025

RECIPIENT INFORMATION

RECIPIENT: El Paso Transportation Authority (ETA)

SUBMITTAL DATE: March 1, 2026

PROGRAM UPDATE: October 1, 2025, for the incorporation of Federal Transit Administration policy and Governing Board adoption on a minimum three-year period.

EXPIRATION YEAR: 2028

CONTACT INFORMATION: John C. Andoh, Executive Director
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director@elpasotransportationauthority.org

PROVISION OF TITLE VI ASSURANCES

The El Paso Transportation Authority (ETA) hereby certifies that, in accordance with 49 CFR Section 21.7(a), it will ensure that:

1. ETA shall submit, on an annual basis, its Title VI Assurances, as part of its annual Certification and Assurances submission to the FTA
2. No person, on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits
3. ETA will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1B
4. ETA will make it known to the public that persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the FTA and/or the U.S. Department of Transportation (USDOT).

I. TITLE VI COMPLIANCE HISTORY

1. There are no outstanding lawsuits or complaints naming ETA which allege discrimination on the basis of race, color or national origin with respect to service or other transit benefits.
2. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to ETA and, to the best of our knowledge, there are presently not any ongoing civil rights compliance review activities being conducted with respect to ETA.
3. There are currently no pending construction projects which would negatively impact minority communities being performed by ETA.

II. INCORPORATION OF THE PROGRAM

The El Paso Transportation Authority (hereinafter referred to as “ETA” or “Recipient”) hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the “Act”), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the “Regulations”), and other pertinent directives. 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 otherwise subjected to discrimination under any program or activity for which ETA receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically, and without limiting the above general assurance, ETA hereby gives the following specific assurances with respect to its Federal Transit Administration program:

1. That ETA agrees that each “program” and each “facility”, as defined in subsections 21.23(e) and 21.23(b) of the Regulations will be (with regard to a “program”) conducted or will be (with regard to a “facility”) operated, in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That ETA shall insert the following notification in solicitations for sealed bids and request for

proposals for large procurements related to work or material subject to the Regulations and made in connection with all Federal Transit Administration programs and, in adapted form in all proposals or negotiated agreements:

ETA, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders/proposers that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That ETA shall insert the applicable clauses as per the most recent version of the FTA's Best Practices Procurement Manual in every contract subject to this Act and the Regulations.
4. That ETA shall include the appropriate clauses as per the most recent version of the FTA's Best Practices Procurement Manual as a covenant running with the land, in any deed from the United States affecting a transfer of real property, structures, or improvements thereon, or interest herein.
5. That where ETA receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where ETA receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
7. That ETA shall include the appropriate clauses as per the most recent version of the FTA's Best Practices Procurement Manual as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by ETA with other parties: (a) for the subsequent transfer of real property acquired or improved under Federal Transit Administration programs; and (b) for the construction or use of, or access to, space on, over, or under real property acquired, or improved under Federal Transit Administration programs.
8. That this assurance obligates ETA for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates ETA or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which ETA retains ownership or possession of the property.
9. ETA shall provide for such methods of administration for the programs as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. ETA agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.

11. ETA assures that the level and quality of transit service and related benefits are provided in a manner consistent with the Title VI of the Civil Rights Act of 1964.
12. ETA assures that the public will be given notice and engaged in a public hearing for service and fare adjustments in accordance with the adopted ETA policy.

THESE ASSURANCES are given in consideration of, and for the purpose of, obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to ETA by the United States Department of Transportation under the Federal Administration and is binding on it, other recipients, subgrantees, contractors, transferees, successors in interest and other participants in the Federal Transit Administration programs.

The person whose signature appears below is authorized to sign these assurances on behalf of ETA.



John C. Andoh III
Executive Director

January 28, 2026
Date

GENERAL GUIDELINES/REQUIREMENTS

I. Annual Certification and Assurance

As stated in Section I, ETA shall submit annually, its Title VI assurance, as part of its annual Certification and Assurance submission to the FTA. The most recent submission for ETA was executed and submitted to the FTA on July 30, 2025.

II. Complaint Procedures

In compliance with 49 CFR Section 21.9(b), ETA has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. ETA's complaint procedures and complaint form are contained herein as [APPENDIX A](#).

III. Record Title VI Activities

In compliance with 49 CFR Section 21.9(b), ETA shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming ETA that allege discrimination on the basis of race, color, or nation origin. contained herein as [APPENDIX B](#). Such list shall include:

1. Date the investigation, lawsuit, or complaint was filed
2. Summary of the allegation(s)
3. The status of the investigation, lawsuit, or complaint
4. Actions taken by ETA in response to the investigation, lawsuit or complaint

IV. Access for LEP Persons

ETA shall take steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). ETA will assist persons with limited English proficiency to participate in the transportation planning process. ETA Staff will make every effort to provide translators and document translation, where feasible, upon request. ETA's LEP Plan is contained herein as [APPENDIX D](#).

V. Public Notification

In compliance with 49 CFR Section 21.9(d), ETA shall provide information to the public regarding its Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI by the following notice:



EL PASO
TRANSPORTATION
AUTHORITY

Public Rights Under ADA, Title VI, and LEP

The El Paso Transportation Authority (ETA) prohibits discrimination and ensures equal opportunity for persons with disabilities in transportation in accordance with the Americans with Disabilities Act (**ADA**); operates services without regard to race, color, and national origin in accordance with **Title VI** of the Civil Rights Act; and follows Executive Order 13166 in identifying and engaging Limited English Proficiency (**LEP**) populations to ensure their involvement and knowledge of transportation planning and projects in and around their communities.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with El Paso Transportation Authority (**ETA**). For more information or to file a complaint, contact (915) 273-3838, ext. 1226, email director@elpasotransportationauthority.org or visit www.elpasotransportationauthority.org.

A complainant may file a complaint directly with the Federal Transit Administration through the Office of Civil Rights by calling 888-446-4511 or visiting <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta> or with the Texas Department of Transportation by writing to Texas Department of Transportation, Attn: TxDOT-PTN 125 E. 11th Street, Austin, Tx. 78701-2483 or visiting: <https://www.txdot.gov/about/programs/civil-rights/title-vi-nondiscrimination.html>

The ETA Notice of Rights under Title VI to the public, shown above, is posted in the ETA Administrative Offices and on buses, shown online at www.elpasotransportationauthority.org, and within the ETA Rider's Guide.

VI. Additional Information

ETA acknowledges that, at the discretion of the FTA, information other than that which is required by FTA C 4702.1B, may be requested in writing of ETA, to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

VII. Timely Submission

ETA acknowledges that its Title VI submissions and/or updates thereto, shall be supplied to its FTA Office of Civil Rights once every three (3) years. The submission shall include but is not limited to:

1. A summary of public outreach and involvement activities undertaken since the last submission and a description of any steps taken to ensure that minority and low-income people had meaningful access to these activities in [APPENDIX C](#)
2. ETA's process for persons with Limited English Proficiency (LEP)
3. Title VI complaint and Tracking procedures
4. A list of any Title VI investigations, complaints or lawsuits filed since the latest submission.
5. A copy of ETA's public notice regarding Title VI compliance and public access and instructions to ETA Title VI complaint procedures.

VIII. Environmental Analysis of Construction Projects

ETA shall integrate an environmental justice analysis into its National Environmental Policy Act (NEPA) documentation of construction projects of which require NEPA. If a Categorical Exclusion (CE) is performed, ETA shall complete the FTA's standard CE checklist which includes a section on community disruption and environmental justice. While preparing an Environmental Assessment (EA) or Environmental Impact Statement (EIS), ETA shall integrate into its documents, the following:

1. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population
2. A discussion of all adverse effects that would affect the identified minority and low-income population
3. A discussion of all positive effects that would affect the identified minority and low-income population
4. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project.

And if applicable:

5. A discussion of the remaining effects, if any, and why further mitigation is not proposed
6. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison will be completed of mitigation and environmental enhancement actions between the two stated areas. If there is no basis for such a comparison, ETA shall describe why this is the case.

IX. Public Participation

ETA shall seek out and consider viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities in regard to proposed transportation decisions. ETA shall make every effort to include the following practices, consistent with the El Paso Metropolitan Planning Organization adopted Public Involvement Plan (available <https://www.elpasompo.org/PublicParticipationPlan>); not withholding the public participation plan adopted by the ETA Board of Directors as part of the Title VI Program:

1. Coordination with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities
2. Provision of opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments
3. Utilization of locations, facilities and meeting times that are convenient and accessible to low-income and minority communities
4. Utilization of different meeting sizes or formats, or varying the type and number of news media used to announce public participation opportunities
5. Implementation of USDOT's policy guidance regarding ETA's responsibilities to LEP persons.

Each time ETA implemented changes to its operations, public outreach activities were designed and accomplished to ensure the public was aware of such changes. For fare and route adjustments, changes to service announcements were made 30 calendar days prior to the adjustment to encourage feedback from passengers and a draft of the route schedule was posted to the website. A survey or communication channel was established for passengers to provide their feedback and then those comments were analyzed and taken into consideration. The public was made aware of changes through various channels including public notice on website, notice in newspaper (as necessary), social media announcements, email announcements, text messages, signage at bus stops, and flyers on buses. Final adjustments were then prepared and, if necessary and required, presented to the ETA Access Advisory Committee for information and feedback and ultimately the ETA Board of Directors to have a vote and establish the date the adjustments to become effective.

ETA encourages the public to attend any ETA Access Advisory Committee and ETA Board of Directors meeting. A two (2) to three (3) week period of time was provided for passengers to see the final adjustments, ask questions, and understand the adjustments prior to it becoming effective. Announcements of final adjustments were made through similar channels as the initial announcement to encourage passengers to review the adjustments.

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, ETA will employ the following strategies, as appropriate:

- Provide for frequent and continuous engagement by the public
- Select varied meeting locations and times that are convenient and accessible for minority and Limited English Proficient (LEP) communities
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP populations
- Use media in addition to other resources as a way to gain public involvement to include publications, notifications, and invitations that serve LEP populations

ETA is committed to informing and involving the public in the planning and delivery of public transportation services in its service area and will comply with state and federal laws and regulations including Title VI of the Civil Rights Act of 1964 which states that “no person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Pursuant to the Federal Transportation Administration Title VI Circular FTA C 4702.1B, “Every Title VI program shall include an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI submission.”

The ETA Board of Directors allows for public participation for all transit items that require the Board’s approval which include: funding agreements, procurement of subcontractors, and purchase of service agreements. The ETA Board of Directors also allows public comment on all agenda items it considers. In addition, any member of the public may address the ETA Board of Directors on any non-agenda item, including transit, at any of its regular meetings. Meeting agendas are posted at least 72 hrs. in advance of the meeting and are available at www.elpasotransportationauthority.org.

ETA actively participates in the Far West Texas/El Paso Regional Transportation Coordination Committee (WTEP). WTEP facilitates human services – public transportation coordination and requires that all transportation providers submitting funding proposals to the state transportation agency, the Texas Transportation Department of Transportation (TxDOT), or El Paso Metropolitan Planning Organization (MPO) present proposed projects in order to obtain the WTEP endorsement. All WTEP meetings are open to the public and announced 72 hrs. in advance with agendas posted at <https://projectamistad.org/wtep/>. Included under the MPO is the Transportation Project Advisory Committee (TPAC), which is comprised of 16 voting members. TPAC reviews and makes recommendations to the Transportation Policy Board (TPB) on Metropolitan Transportation Plan(s) (MTP), Transportation Improvement Program(s) (TIP), Unified Planning Work Program(s) (UPWP), Congestion Management Process (CMP), project selection criteria, and special Transportation Planning Studies. The TPB ensures all regional transportation studies are performed in accordance with local governments’ desires and pursuant to federal and state laws, rules and regulations. TPB is comprised of 30 elected and/or appointed public officials from the local governments that have authority for project implementation; membership also includes local and county elected officials, State Senators, and State Representatives.

ETA actively participates in the development of the Transportation Improvement Program (TIPs) administered by El Paso MPO. TIP must include all major capital projects in order to receive federal funding. TIP meetings are open to the public with agendas posted 72 hrs. in advance and available on the MPO website at <http://www.elpasompo.org/>. ETA continues to participate in regional WTEP and MPO meetings and follows the appropriate posting requirements for meeting times.

ETA conducts regular surveys of its ridership and maintains a record of all complaints. This information is reviewed and considered when relevant projects, service changes, or other operational issues are being planned or considered. ETA has conducted transportation studies, led by the Texas A&M Transportation Institute (TTI), for transit service needs. All studies and any possible proposed service changes were discussed/presented in several stakeholder and public meetings (for each study) to adequately obtain the public’s input. Other methods of public outreach were done by press release and the use of social media outlets.

ETA may also conduct public informational meetings to obtain public comment when it is considering fare changes, significant route alterations, major capital improvements, or other service or system changes for which the County believes public input is warranted. ETA may also proactively schedule presentations before faith-based organizations, community organizations or at community gatherings where members of the public are likely to be in attendance and use County transit services that may be affected by proposed changes.

In such cases, the following process will be utilized:

ETA Public Participation Process

- Outline project for which public participation process is sought
- Prepare/update mailing and email lists of key stakeholders and community interests
- Prepare/post/publish, as appropriate, notice of public participation opportunity which may take the form of surveys, public meetings, invitation for comment or other in-put mechanisms
- Develop and make available project outline and information materials along with relevant ETA standards/policies, project goals and objectives and how to provide input.
- Maintain a record of public input process, activities and input received.

Since the previous Title VI submittal, ETA has conducted regular community engagement and outreach via traditional media, social media, and through on-board customer service.

See [APPENDIX C](#) for a summary list of dates over the past three (3) years that ETA has adjusted routes or fares.

X. Public Hearing Process for Service and Fare Changes

ETA will advertise in accordance with the ETA Public Participation Plan to conduct any public hearing when considering proposed fare and major service changes. Public hearings are a key element of the decision-making process used by the ETA Board of Directors to assess the potential impact proposals that may have on ETA passengers and residents of El Paso County.

Policy

Public Hearings will be scheduled by the ETA Board of Directors for fare and major service change proposals except as otherwise provided below.

Definitions

A major service or fare change is any change or series of changes that directly affect:

1. 25 percent or more reduction of transit route revenue hours of ETA system-wide service.
2. 50 percent or more reduction of transit route revenue hours of a single ETA route computed on an annual basis.
3. The implementation of a new transit route.
4. 25 percent or more on the implementation of a passenger fare adjustment on an annual basis.

Procedure

Proposed major service changes and fare and fare media pricing shall be evaluated for compliance with the FTA Office of Civil Rights guidance regarding potential discriminatory impacts on minority and low-income populations. The evaluation will include proposed actions ETA may apply to minimize, mitigate, or offset the adverse effects the changes could have on these populations, as described in FTA Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines."

Prior to the institution of a fare change or major service change, a notice of intent to hold a public hearing will be published following the ETA adopted public participation plan. The notice will also be published in newspapers oriented to specific groups or neighborhoods that may be affected.

The notice will be published at least 30 calendar days prior to the hearing.

The notice will contain descriptions of the changes and the time and place of the hearing.

ETA shall ensure that all programs, services, activities, and benefits are implemented without discrimination. Any person who believes that he or she, individually, or as a member of any specific class or persons, has been subjected to discrimination on the basis of race, color, national origin, or other protected class interests, may file a signed written complaint with ETA or FTA at the addresses listed below:

- ETA Executive Director
El Paso Transportation Authority
800 East Overland Avenue, Room 423
El Paso, TX 79901
Email: director@elpasotransportationauthority.org
- Federal Transit Administration Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

If you are unable or incapable of providing a written statement and desire ETA or the FTA to investigate alleged discrimination, a verbal complaint of discrimination may be made. You may call ETA at 915.273.3838, ext. 1226. The complainant will be interviewed by the ETA Executive Director to receive complaints. If necessary, the official will assist the complainant in converting verbal complaints in writing. All Complaints must be signed by the complainant or his/her representative.

Exceptions

1. Changes in fares and fare media pricing are subject to public hearing requirements with the exception of the following:
 - Reduced fare for less than 180 days
 - Free-fare promotions
2. Service changes are subject to public hearing requirements with the exception of the following:
 - Standard seasonal variations.
 - Changes instituted in response to an emergency situation in effect for 90 days or less.
 - Experimental service changes are instituted for 180 days or less.

Nothing in this section precludes the ETA Board of Directors from setting a public hearing on any matter associated with fares and service that it chooses.

Furthermore, all changes contemplated by ETA will be reviewed by the ETA Access Advisory Committee prior to submission to the ETA Board of Directors.

XI. Plan Monitoring and Evaluation

Evaluation of the success of any involvement efforts must be result-oriented. It is never safe to assume that just because people don't come to an event that they are uninterested in the project. The goal is to

educate and include the public at all levels of planning, not just to invite them. Evaluation, then, must be two-fold. The first part is to track what efforts are being made, and the results of those efforts, and the second part is to make regular assessments of the success of a technique within a given program, and to strategize for future successes.

Tracking Efforts and Success

In order to track our public participation efforts, it is necessary that the individuals involved record their efforts.

1. ETA will keep records of outreach activities. See a summary in [APPENDIX C](#).
2. Copies should be kept of any print ads, and transcripts of any public service announcements.
3. Notes should be made after meetings regarding the overall tone of the meetings and any ideas or observations made regarding the process.

Efforts of Monitoring and Evaluation of the LEP Plan

1. Provide day-to-day administration of ETA's LEP Plan, ensuring compliance and correct implementation.
2. Seek feedback from LEP communities, including customers and community-based organizations, about the effectiveness of ETA's LEP Plan.
3. Translate ETA's Title VI complaint procedure and form in multiple languages.
4. Establish an ETA procedure that requires all written translation requests be routed through and managed by the Title VI coordinator to ensure consistency.
5. Create one-stop LEP information center for ETA riders.
6. Conduct an evaluation every three (3) years of ETA's LEP Plan to gauge its effectiveness and determine if updates are needed. ETA staff will lead the evaluation with the help of staff familiar with Title VI language access requirements and the LEP Plan. The evaluation may include the following:
 - Determine the number of LEP individuals in ETA's service area.
 - Assess whether existing language assistance services are meeting the needs of LEP persons.
 - Assess whether staff members understand ETA's LEP Plan, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible.

XI. Monitoring Subrecipients

ETA does not have any sub-recipients. So, no oversight is needed in this area.

XII. Minority Representation on Planning and Advisory Bodies

El Paso Transportation Authority (ETA) Board of Directors Membership as of October 2025

Jackie Butler
David Stout
Joel Bishop
Art Rubio
David Ruiz
Eddie Conde
Andrea Carrillo
Daniel Vallejo

Arnulfo "Arnie" Castaneda
 Jessica Mayeux
 Karl Rimkus
 Harrison Plourde
 Xavier Banales
 Alejandra Valadez
 Lorraine Quimiro

Race	Quantity
White	5
African American	0
Asian/Pacific Islander	0
American Indian or Alaskan Native	0
Native Hawaiian or Other Pacific Islander	0
Multi Race	0
Hispanic	10

El Paso Transportation Authority (ETA) Access Advisory Committee Membership as of October 2025

Molly Saenz
 Luis Enrique Chew
 Yvette Lugo
 Josue Rodriguez
 John Estrada
 Mike Palomar
 Kristi Lai
 Ryan Trujillo
 Agnet Lopez

Race	Quantity
White	0
African American	0
Asian/Pacific Islander	1
American Indian or Alaskan Native	0
Native Hawaiian or Other Pacific Islander	0
Multi Race	0
Hispanic	8

XIII. Title VI Equity Analysis

ETA has not constructed a facility such as a vehicle storage facility, maintenance facility, or operations center. Should this be constructed, an equity analysis will be prepared.

XIV. Service Standards

Vehicle Load Standard

ETA operates local bus transportation services throughout El Paso County. The average of all loads during the peak and off-peak operating periods should not exceed the load factor of 1.125. Refer to chart below for current standards:

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Load Factor
25' Cutaway	16	5	21	1.125
20' Van	9	0	9	1.125

Vehicle Headways

Services	AM Peak	Midday	PM Peak	Evening	Saturday	Sunday
Intercity	90 min	90 min	90 min	90 min	120 min	120 min
Circulator	60 min	60 min	60 min	60 min	60 min	60 min
Commuter	180 min	180 min	180 min	180 min	None	None

Peak 6 am – 9 am, 3 pm – 6 pm, Off-Peak 9 am – 3 pm, Evening 6 pm – 9:15 pm; “—” = no service.

On-Time Performance Standard

ETA routes are to be considered on time if they are no more than “0” minute early and no more than “5.5” minutes late leaving a time-point on a scheduled trip. The on-time performance goal is set at 90% or greater. ETA will continuously monitor the various routes throughout the system to maintain this standard.

Service Availability Standard

ETA routes are designed to serve El Paso County, outside the City limits of El Paso. ETA provides access to major employment centers, schools, universities and hospitals. Access is made available through the use of designated stops with connections to Sun Metro, South Central Regional Transit District and New Mexico Department of Transportation Park and Ride bus service, as well as Sun Metro LIFT and Socorro microtransit demand response service. Stops are generally spaced every ½ to 1.5 mile along the routes.

XV. Service Policies

ETA Amenities Policy

Policy: In accordance with Title VI of the Civil Rights Act, as amended it shall be the policy of ETA to assign amenities without regard to race, color, ethnicity and national origin. Amenity assignment refers to the process of placing amenities along various routes within the ETA system.

Procedure: The installation of transit amenities shall be primarily based on the number of passenger boarding's at bus stops and Park & Ride Lots along the route. These amenities include but are not limited to the following: seating, benches, shelters, informational signs, maps and schedules, digital and electronic signs, solar lighting and waste receptacles. Additional requirements for placement include safety, proper zoning approval if necessary and meeting all applicable building and construction laws. Request for transit amenities can be submitted through our Call Center or at director@elpasotransportationauthority.org. Each request will be reviewed in a timely manner.

ETA Vehicle Assignment Policy

Policy: In accordance with Title VI of the Civil Rights Act, as amended it shall be the policy of ETA to assign vehicles without regard to race, color, ethnicity and national origin.

Procedures: All bus routes are ADA accessible and are equipped with a voice annunciation stop

announcement system, wheelchair ramps, bus kneeling feature, bicycle racks, air conditioning, heating and destination signage.

Bus assignments consider the operating characteristics such as length, width, height and the turning radius of the bus. The physical route requirements are taken into consideration when assigning buses.

Related Documents:

- FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients

The person whose signature appears below is authorized to sign on behalf of ETA.



John C. Andoh III
Executive Director

October 1, 2025
Date



APPENDIX A : TITLE VI COMPLAINT PROCEDURES

Title VI Information, Limited English Proficient (LEP) information and Complaint Process

(Printed materials, website, and other mediums upon request)

The El Paso Transportation Authority (ETA) grants all citizens equal access to all its transportation services. It is further the intent of ETA that all citizens are aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefits of ETA's programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI? Title VI is a section of the Civil Rights Act of 1964 requiring 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 subjected to discrimination under any program or activity receiving federal financial assistance." Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

What is LEP? As part of Title VI requirements, ETA has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to ETA services as required by the Federal Transit Administration "Improving Access to Services for Persons with Limited English Proficiency." A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

ETA's Complaint and Investigation Procedures These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by ETA. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and ETA may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve Title VI complaints:

Title VI Complaint Procedure

Title VI complaint forms may download from www.elpasotransportationauthority.org or requested from (ETA).

The complainant may also submit a written statement that contains all the following information:

1. Name, address, and telephone number of the complainant.
2. The basis of the complaint (race, color, national origin).
3. The date or dates on which the alleged discriminatory event or events occurred.
4. The nature of the incident that led the complainant to feel discrimination was a factor.

5. Names, addresses and telephone numbers of persons who may have knowledge of the event.
6. Other agencies or courts where the complaint may have been filed and a contact name.
7. Complainant's signature and date.

If the complainant is unable to write a complaint, ETA staff will assist the complainant. If requested by complainant, ETA will provide a language or sign interpreter.

Complainants have the right to complain directly to the appropriate federal agency. Complaints must be filed within one-hundred eighty (180) calendar days of the alleged incident.

ETA will begin an investigation within fifteen (15) working days of receipt of a complaint.

ETA will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, ETA may administratively close the complaint.

ETA will complete the investigation within ninety (90) days of receipt of the complaint. If additional time is needed for investigation, complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.

A closing letter will be provided to the complainant and the respondent or respondent department. Parties will have five (5) working days from receipt of the closing letter to appeal. If neither party appeals, the complaint will be closed.

If required, the investigation report will be forwarded to the appropriate federal agency.

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Or

Texas Department of Transportation (TxDOT)
Attn: TxDOT-PTN
125 E. 11th Street,
Austin, TX 78701-2483

FTA or TxDOT complaint procedures can also be found on the FTA web site at: www.fta.dot.gov or <https://www.txdot.gov/about/programs/civil-rights/title-vi-nondiscrimination.html>. These procedures are also outlined in FTA Circular 4702.1B, Chapter IX.

A Title VI complaint must be submitted in writing. ETA strongly encourages the use of the **ETA Title VI Complaint Form** or sending an email when filing official complaints. Upon completion of an ETA Title VI Complaint Form, send it to: email director@elpasotransportationauthority.org or by mail to: **800 East Overland Avenue, Room 423, El Paso, TX 79901, Attn: ETA Title VI Administrator.**



TITLE VI COMPLAINT FORM

The El Paso Transportation Authority (ETA) operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI must file a complaint within 180 days of the alleged occurrence to any of the following by mail, in person, fax and/or email as explained at the end of the 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
<i>*If you answered "yes" to this question, go to Section III.</i>		
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 ☐ Disability		
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 VI:		
Have you previously filed a discrimination complaint with this agency?	☐ Yes	☐ No
If yes, please provide any reference information regarding your previous complaint.		
_____ _____		

Section V:
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?
☐ Yes ☐ No
If yes, check all that apply:
☐ Federal Agency: _____
☐ Federal Court: _____ ☐ State Agency: _____
☐ State Court : _____ ☐ 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: _____
Name of person complaint is against: _____
Title: _____
Location: _____
Telephone Number (if available): _____

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

Signature

Date

Mail, email or deliver completed form to:

- El Paso Transportation Authority (ETA), 800 East Overland Avenue, Room 423, El Paso, TX 79901, Attn: ETA Title VI Administrator.
- Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.
- Texas Department of Transportation (TxDOT), Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX, 78701-2483.

If any transit related information is needed in an alternative language, contact the email director@elpasotransportationauthority.org or by mail to: 800 East Overland Avenue, Room 423, El Paso, TX 79901, Attn: ETA Title VI Administrator.



TÍTULO VI FORMULARIO DE QUEJA

ETA opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que crea que ha sido perjudicada por alguna práctica discriminatoria ilegal bajo el Título VI debe presentar una queja dentro de los 180 días de la supuesta ocurrencia a cualquiera de los siguientes por correo, en persona, fax y / o correo electrónico como se explica al final del formulario.

Sección I:		
Nombre:		
Teléfono (Casa):		
Telephone (Home):	Teléfono (Trabajo):	
Dirección de correo electrónico:		
Requisitos de formato accesible?	☐ Impresión grande	☐ Cinta de audio
	☐ TDD	☐ Otro
Sección II:		
¿Está presentando esta queja en su propio nombre?		☐ Sí * ☐ No
* Si respondió "sí" a esta pregunta, vaya a la Sección III.		
De lo contrario, proporcione el nombre y la relación de la persona por la que se queja.		
Explique por qué ha solicitado un tercero:		
Confirme que ha obtenido el permiso de la parte perjudicada si está presentando una demanda en nombre de un tercero		☐ Sí ☐ No
Sección III:		
Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda): ☐ Raza ☐ Color ☐ Origen nacional ☐ Discapacidad		
Fecha de presunta discriminación (mes, día, año): _____		
Explique con la mayor claridad posible qué sucedió y por qué cree que fue discriminado. Describe a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si lo conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice la parte de atrás de este formulario.		
Sección VI:		
¿Ha presentado anteriormente una queja por discriminación con esta agencia?		☐ Sí ☐ No
En caso afirmativo, proporcione cualquier información de referencia con respecto a su queja anterior.		
Sección V:		

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
☐ Sí	☐ No
En caso afirmativo, marque todo lo que corresponda: ☐ Tribunal Federal:	
☐ Tribunal Federal: _____	☐ Agencia Estatal: _____
☐ Tribunal estatal: _____	☐ Agencia local: _____
Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.	
Nombre: _____	
Título: _____	
Agencia: _____	
Dirección: _____	
Teléfono: _____	
Sección VI:	
El nombre de la queja de la agencia está en contra: _____	
La queja del nombre de la persona es contra: _____	
Título: _____	
Ubicación: _____	
Número de teléfono (si está disponible): _____	

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo. Su firma y fecha son requeridas a continuación

Firma

Fecha

Envíe por correo, correo electrónico o entregue el formulario completo a:

- El Paso Transportation Authority (ETA), 800 East Overland Avenue, Room 423, El Paso, TX 79901, Attn: ETA Title VI Administrator.
- Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.
- Texas Department of Transportation (TxDOT), Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX, 78701-2483.

Si necesita información sobre el transporte público en otro idioma, puede contactar con nosotros a través del correo electrónico director@elpasotransportationauthority.org o por correo postal a la siguiente dirección: 800 East Overland Avenue, Room 423, El Paso, TX 79901, Attn: ETA Title VI Administrator.

APPENDIX B: LIST OF INVESTIGATIONS, LAWSUITS AND COMPLAINTS

	<u>Date</u> <u>(Month,</u> <u>Day, Year)</u>	Summary (include basis of complaint: race, color, or national origin)	<u>Status</u>	<u>Action(s)</u> <u>Taken</u>
<u>Investigations</u>	None	None	None	None
<u>Lawsuits</u>	None	None	None	None
<u>Complaints</u>	None	None	None	None

APPENDIX C: SERVICE CHANGES AND OUTREACH SUMMARY

Fare and Service Changes:

- Revisions to Route 20 - June 2023
- Implement Americans with Disabilities Act (ADA) Paratransit (ETA access) – August 2024
- Eliminate Sun Metro Route 84 – December 2024
- Revisions to Route 40 and 50 – December 2024
- Implement service reductions to Routes 30, 31, 40 and 50 in Socorro – June 2025
- Implement service enhancements to Routes 30, 31, 40 and 50 in Socorro and launched ETA andale in San Elizario and Clint – October 2025
- Fare Free – December 2025
- Extend service to Mebane – September 2024
- Extend service to Haw River and Green Level – November 2025

Public Outreach:

Throughout Federal Fiscal Year (FFY) 23-25, ETA depended on the ETA website, social media outlets, direct emails and communication with passengers at community events and on buses.

1. Public outreach for all service adjustments throughout FFY 23-25 were made a month in advance when planning was possible and included direct email to customers on e-mailing lists for effected routes, ETA website, social media and passenger apps.
2. Occasionally driver shortages did not allow for 30 days' notice that a certain trip or trips on one or more routes would be cancelled for a particular period. Nonetheless outreach to notify the public included direct email to customers on e-mailing lists for effected routes, ETA website, social media and passenger app announcements
3. Announcements for inclement weather were announced via the ETA website, passenger apps, social media and emails when the weather affected service delivery.
4. Periodic announcements on the federal mask mandate for transit passengers and staff were made throughout the pandemic via social media and email. The mandate was posted on buses and at all ETA facilities and the ETA website.
5. Outreach was made ahead of the for free rides via email, rider alerts, flyers, brochures, website and social media.
6. Holiday service levels were announced via the ETA website, passenger apps, social media and emails. A calendar of holiday service levels is posted on ETA fixed route vehicles, on the website and in public areas of ETA facilities.
7. Changes in passenger apps were announced via electronic means and printed signs on ETA vehicles and facilities.

EPATS Community Meetings From 2017 to 2025

Study	Community Meeting Date
El Paso County Regional Transit Feasibility Study Round 1	6/7/17, 6/8/17, 6/10/17
El Paso County Regional Transit Feasibility Study Round 2	12/5/17, 12/6/17, 12/7/17, 12/9/17
El Paso County Transit Study Phase 2 Round 1	2/25/20, 2/26/20, 2/27/20
El Paso County Transit Study Phase 2 Round 2	No Meetings. Public feedback received virtually September-October 2020.
ETA Paratransit Plan	4/27/24, 4/29/24, 4/30/24
El Paso County General Public Demand Response Study Round 1	Pop-Up Meetings 4/14-18/25
El Paso County General Public Demand Response Study Round 2	9/8/25, 9/9/25, 9/10/25

The dates in the table above represent *community meetings* – specific synchronous events that occurred in-person, virtually, or both – at which members of the public could engage with the study.

APPENDIX D: LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Introduction

El Paso Transportation Authority (ETA) understands that transportation is critically important to the daily lives of our community members. The purpose of this limited English proficiency plan is to comply with ETA's responsibilities to limited English proficient (LEP) persons consistent with Title VI of the Civil Rights Act of 1964 and its implementing regulations. Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, provides that no person shall be subjected to discrimination on the basis of race, color or national origin under any program or activity that receives federal financial assistance.

ETA provides services to connect residents and visitors to quality-of-life opportunities throughout El Paso County. ETA is proposed to be a direct recipient of Sections 5307 and 5339 funds to urbanized areas and fully implements the provisions of federal and state guidance to meet the requirements to provide public transit services. ETA may also apply for discretionary funds via the Texas Department of Transportation (TxDOT) processes for Sections 5310 and 5339 funds or El Paso Metropolitan Transportation Organization for Section 5310 funds.

Purpose

The purpose of this policy plan is to ensure compliance with Title VI of the Civil Rights Act of 1964. "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Applicability

All federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as ETA, private and non-profit entities, and sub-recipients.

Plan Summary

ETA has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to ETA services as required by the Federal Transit Administration. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

Definitions

Limited English Proficiency (LEP) individual – Any prospective, potential, or actual recipient of services from ETA who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with ETA staff.

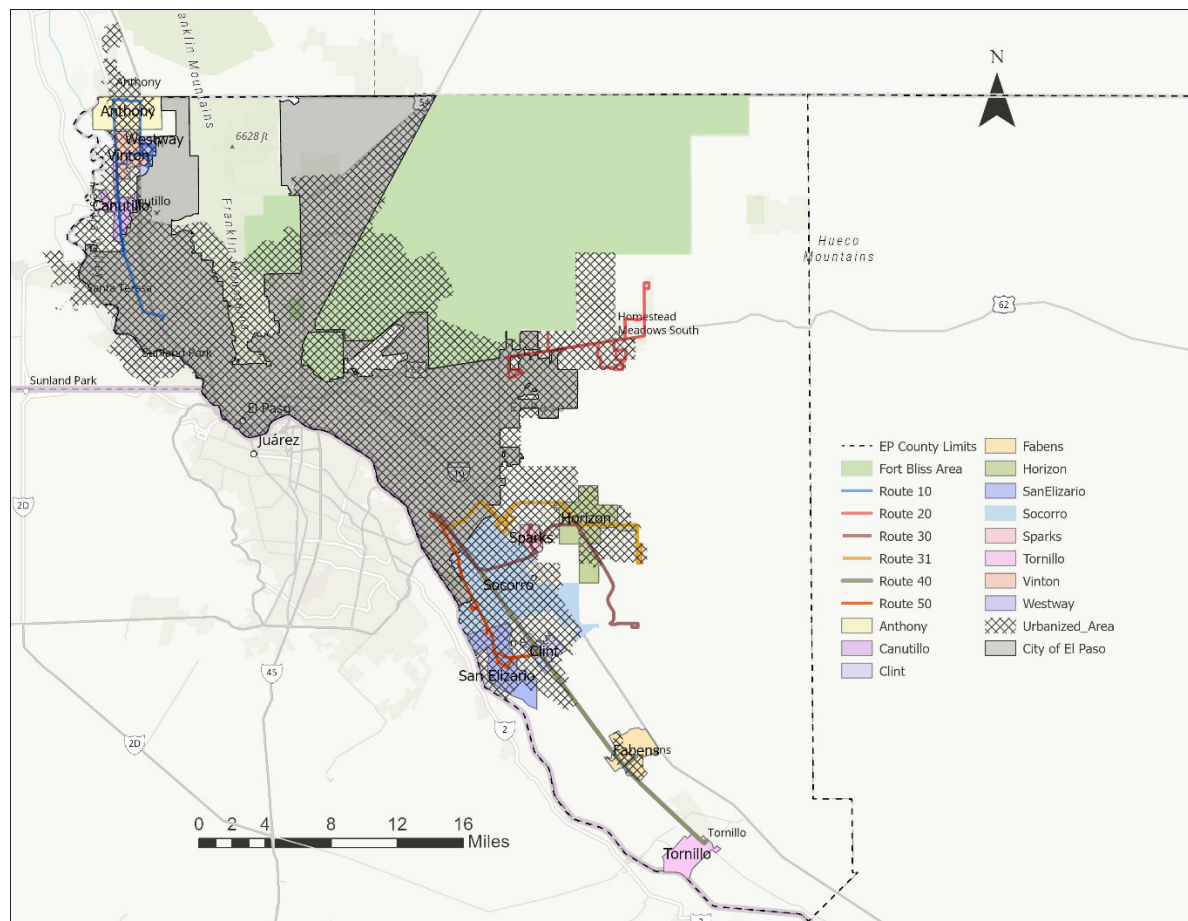
Vital Documents – Forms that include but are not limited to; applications consent forms, letters containing important information regarding participation in a program, notices pertaining to the reduction, denial, or termination of services, the right to appeal such actions, or that require a response from notices advising LEP persons of the availability of free language assistance, and other outreach materials.

Title VI Compliance Officer – The ETA point of contact concerning Title VI related items, who is the Executive Director.

Substantial number of LEP (Safe Harbor Threshold) – 5% or 1,000 people, whichever is smaller, are prospective, potential or actual recipients of service and speak a primary language other than English and have Limited English Proficiency or who cannot read, write or understand the English language at a level that permits them to interact effectively with English-only speaking members of ETA staff.

Demography

ETA operates transit services throughout El Paso County as part of the El Paso Urbanized Area. The following information is based on 2020 US Census information. See below for the service area including the routes and paratransit service area of ETA. The overall square miles of ETA's service area is 723 within the 259 square miles in the El Paso Urbanized Area. The data presented below relates to El Paso County as ETA services primarily operate within El Paso County, but outside the City of El Paso.



The ETA service area (or ride-shed) has a population of 62,532 of the 179,165 individuals based on the U.S. Census Bureau, 2023 American Community Survey.

Racial Breakdown – 82.80% service area’s population is Hispanic. 10.90% is White/Caucasian. 3.10% is African-American. The next largest racial group is Two or more races at 1.50%.

Spoken Language – More than two-thirds of the population of El Paso County (69.8%) speaks a language other than English, with the majority of these individuals (74.8%) being bilingual. Specifically, 72.8% of the population speaks Spanish or Spanish Creole, with 59.5% of them reporting that they speak English 'very well.' Among these Spanish speakers, 40.5% report speaking English 'less than very well.' In addition to Spanish, there are smaller populations speaking other Indo-European languages (1.0%), of which 76.1% report speaking English 'very well' and 23.9% 'less than very well.' Furthermore, 0.8% of the population speaks Asian and Pacific Island languages, with 51.2% indicating proficiency in English and 48.8% reporting limited English proficiency. The remaining 0.3% speak other languages, with 71.8% indicating proficiency in English and 28.2% reporting limited English proficiency. Given the substantial bilingual and Spanish-speaking population, service providers are likely to have a significant number of Spanish-speaking staff members who can effectively communicate with Spanish-only speakers utilizing their services.

El Paso County, Texas			
	Total	Percent of specified language speakers	
		Speak English "very well"	Speak English less than "very well"
Label	Estimate	Estimate	Estimate
Population 5 years and over	706,977	69.8%	30.2%
Speak only English	25.2%	(X)	(X)
Speak a language other than English	74.8%	59.7%	40.3%
Spanish or Spanish Creole	72.8%	59.5%	40.5%
Other Indo-European languages	1.0%	76.1%	23.9%
Asian and Pacific Island languages	0.8%	51.2%	48.8%
Other languages	0.3%	71.8%	28.2%
SPEAK A LANGUAGE OTHER THAN ENGLISH			
Spanish or Spanish Creole	515,008	59.5%	40.5%
Other Indo-European languages	6,718	76.1%	23.9%
Asian and Pacific Island languages	5,404	51.2%	48.8%
Other languages	1,973	71.8%	28.2%

U.S. Census Bureau. "LANGUAGE SPOKEN AT HOME." *American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1601*, 2021, <https://data.census.gov/table/ACSST5Y2021.S1601?q=el+pasco+texas>. Accessed on October 27, 2023.

Household Language by Linguistic Isolation – A "limited English-speaking household" is a household in which no household member 14 years old and older (1) speaks only English or (2) speaks a non- English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulties speaking English. These residents have a particular challenge navigating American transit, and transit systems have a challenge providing a simple, no-hassle rider experience to members of these households.

Additional details on the demographics of the ETA service area are shown below at the end of the LEP.

Action Steps

The following pages lists the details of implementing, maintaining, and monitoring ETA's LEP program plan to ensure federal compliance and meaningful service available to all non-English speakers using ETA services.

ETA will use the USDOT four factor LEP analysis to determine the LEP language groups present in the area and specific language services that are needed. The four factor analysis considers the following: 1) The number or proportion of LEP persons eligible in the ETA service area who may be served or likely to encounter a ETA program, activity, or service; 2) the frequency with which LEP individuals come in contact with a ETA service; 3) the nature and importance of the program, activity or service provided by ETA to the LEP population; and 4) the resources available to ETA and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Four Factor Analysis

1. **The number or proportion of LEP persons eligible in ETA service territory who may be served or likely to encounter an ETA program, activity, or service.**

ETA has examined American Community Survey data table C16001 from US Census to determine the demographic makeup of the community. To get specific data related to prospective, potential, or actual recipient of services from ETA who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with agency staff, ETA has utilized the geographic area that constitutes its service area and 0.75-mile buffer on all other ETA stops. The total area covered is 723 square miles with a total population of 62,532.

Based on review of the data and calculating the Safe Harbor Threshold, ETA has identified the LEP population languages in the area as Spanish. There are over 1,000 individuals in the ETA service area who speak English less than very well and are fluent in Spanish.

2. **The frequency with which LEP individuals come in contact with an ETA service, activity, or service.**

While we understand anecdotally that LEP persons use ETA services, the frequency is low. This is based on the low numbers of complaints, requests, and failed communication efforts experienced by the ETA staff.

Language Spoken at Home for Those Who Speak English Less Than 'Very Well'.

	El Paso County, Texas		
	Total	Percent of specified language speakers	
		Speak English "very well"	Speak English less than "very well"
Label	Estimate	Estimate	Estimate
Population 5 years and over	706,977	69.8%	30.2%
Speak only English	25.2%	(X)	(X)
Speak a language other than English	74.8%	59.7%	40.3%
Spanish or Spanish Creole	72.8%	59.5%	40.5%
Other Indo-European languages	1.0%	76.1%	23.9%
Asian and Pacific Island languages	0.8%	51.2%	48.8%
Other languages	0.3%	71.8%	28.2%
SPEAK A LANGUAGE OTHER THAN ENGLISH			
Spanish or Spanish Creole	515,008	59.5%	40.5%
Other Indo-European languages	6,718	76.1%	23.9%
Asian and Pacific Island languages	5,404	51.2%	48.8%
Other languages	1,973	71.8%	28.2%

U.S. Census Bureau. "LANGUAGE SPOKEN AT HOME." *American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1601*, 2021, <https://data.census.gov/table/ACSST5Y2021.S1601?q=el+passo+texas>. Accessed on October 27, 2023.

ETA will assess the frequency at which staff, ETA drivers, and customer service employees have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying ETA drivers. ETA had no requests for interpreters, and no requests for translated documents in FFY 2022-2025, however, ETA does use Language Line to translate documents via telephone or online.

Due to the high impact from the Hispanic community, this presents a great opportunity for outreach to the LEP population. As our communities grow and interactions with LEP persons increases ETA wishes to ensure appropriate measures are taken to communicate effectively with persons needing language assistance.

3. The nature and importance of the program, activity, or service provided by ETA to the LEP community.

ETA understands that transportation is critically important to the daily lives of our community members. Certain aspects of our services are of critical importance and this plan will be used to meet the needs of the LEP community. ETA provides important transportation services to the public throughout its service area. ETA connects the major cities and towns of El Paso County to quality-of-life opportunities. ETA riders utilize services to commute to work, going to school/universities, occasionally for special events and also in lieu of reliance on a personal automobile.

4. The resources available to ETA and costs.

ETA staff reviewed its available resources that could be used for providing LEP assistance and which of its documents would be most valuable to be translated if need should arise.

Language Assistance

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a LEP person and may be entitled to language assistance with respect to ETA services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How ETA staff may identify a LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- Selected ETA staff and contractors will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When ETA sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator or interpreter (sign language for hearing impaired individuals). Additionally, a staff member may greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be provided at the event it will help identify the need for future events.

Language Assistance Measures

There is a significant percentage of LEP individuals in El Paso County, that is, persons who speak English "not well" or "not at all" and ETA will implement the following measures:

- ETA staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.
- The following resources will be available to accommodate LEP persons:
 - Volunteer interpreters for the Spanish language are available and will be provided within a reasonable time period.

Staff Training

The following training will be provided to all ETA Staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

All contractors or subcontractors performing work for ETA will be required to follow the Title VI LEP guidelines.

Translation Documents

ETA weighed the cost and benefits of translating documents for potential LEP groups. Considering the expense of translating the documents, the likelihood of frequent changes in documents and other relevant factors, at this time documents will only be translated into Spanish. Due to the large Spanish

speaking population alongside the significant LEP Spanish speaking population, El Paso County does not have a formal outreach procedure in place.

However, when and if the need arises for LEP outreach, ETA will consider the following options:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

ETA staff has yet to outsource translation services for any public notices, meetings, or outreach, as in-house staff has been able to accommodate these services.

ETA has identified in-house staff with language abilities apart from English, and this staff has some availability to assist with requests related to ETA services. This is the case with ETA and the ETA contractor staff. ETA has also identified some businesses and technological solutions that provide translation and interpretative services, these services would be utilized on as needed basis.

ETA website has the capability to translate all the information to multiple languages including Spanish through Google Translate.

ETA used Language Line as an opportunity to provide additional verbal translation assistance to ETA staff with the ability to translate over 135 different languages.

Based on the Four Factor Analysis, ETA determined to have a Language Assistance Plan for the Spanish Population.

El Paso County, TX

County in: [Texas](#), [United States](#)**869,880**

Population

1,013.5 square miles**858.3** people per square mile

Census data: ACS 2023 1-year unless noted



© Mapbox © OpenStreetMap

Find data for this place

Search by table or column name...

Hover for margins of error and contextual data.

Demographics

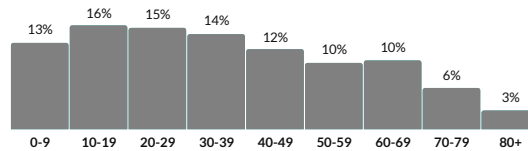
Age

33.9

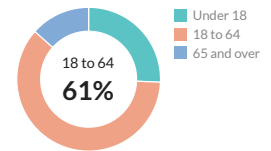
Median age

a little less than the figure in Texas:
35.9about 90 percent of the figure in
United States: 39.2

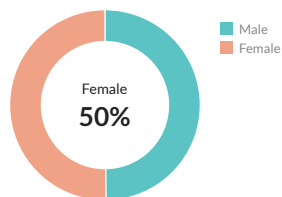
Population by age range

[Show data / Embed](#)

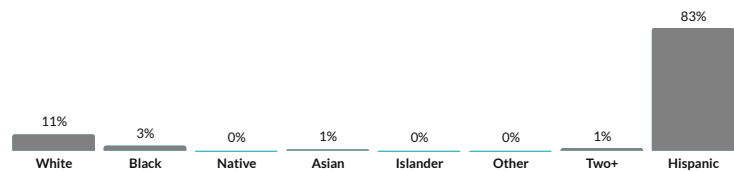
Population by age category

[Show data / Embed](#)

Sex

[Show data / Embed](#)

Race & Ethnicity

[Show data / Embed](#)

* Hispanic includes respondents of any race. Other categories are non-Hispanic.

[Hide data / Embed](#)Table B03002 [View table](#)

Column	El Paso County			Texas			United States		
White	10.9%	±0%	94,780 ±709	38.7%	±0%	11,817,333 ±13,983	57.1%	±0%	191,347,650 ±60,466
Black	3.1%	±0%	26,888 ±2,647	12%	±0%	3,658,953 ±21,768	11.8%	±0%	39,569,312 ±95,079
Native	0.3%	±0%	2,210 ±663	0.2%	±0%	45,679 ±3,347	0.5%	±0%	1,733,272 ±16,041
Asian	1.1%	±0%	9,368 ±1,171	5.6%	±0%	1,707,260 ±12,126	5.9%	±0%	19,769,752 ±44,702
Islander	0.2%	±0%	1,357 ±182	0.1%	±0%	35,135 ±10,498	0.2%	±0%	592,077 ±19,817
Other	0.2%	±0%	2,090 ±1,982	0.5%	±0%	139,867 ±12,347	0.6%	±0%	1,949,065 ±39,660
Two+	1.5%	±0%	12,625 ±2,909	3.2%	±0%	963,386 ±25,823	4.4%	±0%	14,813,501 ±122,033
Hispanic	82.8%	±0%	720,562 ±0	39.8%	±0%	12,135,688 ±0	19.5%	±0%	65,140,276 ±8,848

[Hide data](#)

Economics

Income

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

\$27,750

Per capita income

about two-thirds of the amount in Texas: \$39,775

about two-thirds of the amount in United States: \$43,313

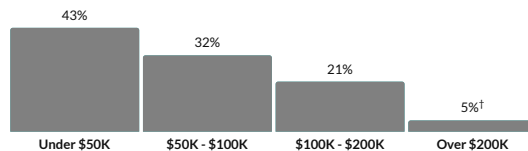
\$58,971

Median household income

about 80 percent of the amount in Texas: \$75,780

about three-quarters of the amount in United States: \$77,719

Household income



[Show data](#) / [Embed](#)

Poverty

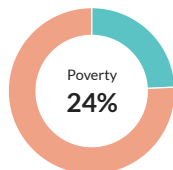
18.5%

Persons below poverty line

about 1.4 times the rate in Texas: 13.7%

about 1.5 times the rate in United States: 12.5%

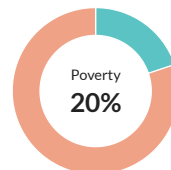
Children (Under 18)



■ Poverty
■ Non-poverty

[Show data](#) / [Embed](#)

Seniors (65 and over)



■ Poverty
■ Non-poverty

[Show data](#) / [Embed](#)

Transportation to work

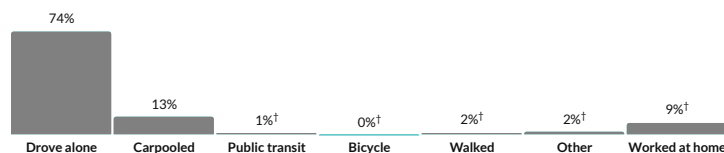
24.5 minutes

Mean travel time to work

about 90 percent of the figure in Texas: 27.2

about 90 percent of the figure in United States: 26.8

Means of transportation to work



* Universe: Workers 16 years and over

[Show data](#) / [Embed](#)

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Families

Households

301,198

Number of households

Texas: 11,260,645

United States: 131,332,360

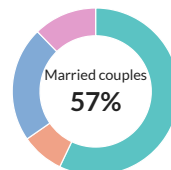
2.8

Persons per household

about 10 percent higher than the figure in Texas: 2.7

about 10 percent higher than the figure in United States: 2.5

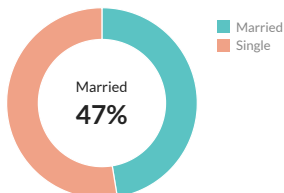
Population by household type



■ Married couples
■ Male householder
■ Female householder
■ Non-family

[Show data](#) / [Embed](#)

Marital status

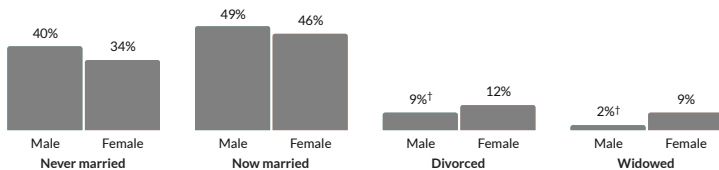


* Universe: Population 15 years and over

■ Married
■ Single

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Marital status, by sex



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Fertility

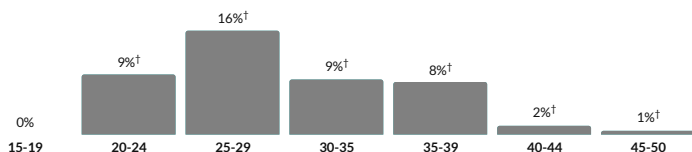
6.6%

Women 15-50 who gave birth during past year

about 20 percent higher than the rate in Texas: 5.5%

about 25 percent higher than the rate in United States: 5.2%

Women who gave birth during past year, by age group



† Margin of error is at least 10 percent of the total value. Take care with this statistic.

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Housing

Units & Occupancy

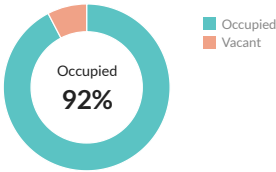
326,149

Number of housing units

Texas: 12,394,809

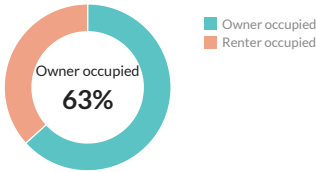
United States: 145,333,460

Occupied vs. Vacant



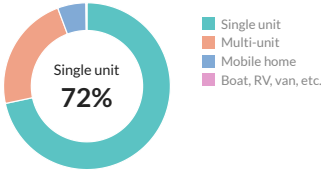
[Show data](#) / [Embed](#)

Ownership of occupied units



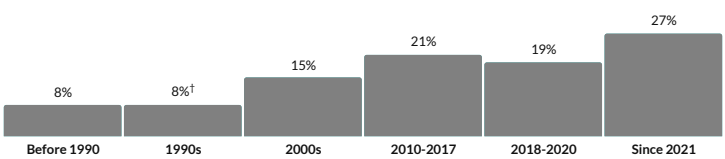
[Show data](#) / [Embed](#)

Types of structure



[Show data](#) / [Embed](#)

Year moved in, by percentage of population



[Show data](#) / [Embed](#)

Value

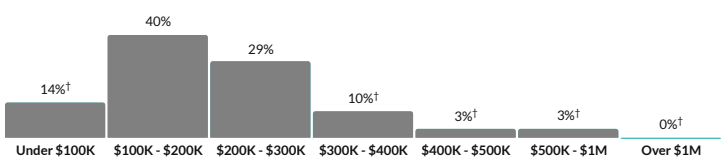
\$191,100

Median value of owner-occupied housing units

about two-thirds of the amount in Texas: \$296,900

about three-fifths of the amount in United States: \$340,200

Value of owner-occupied housing units



[Show data](#) / [Embed](#)

Geographical mobility

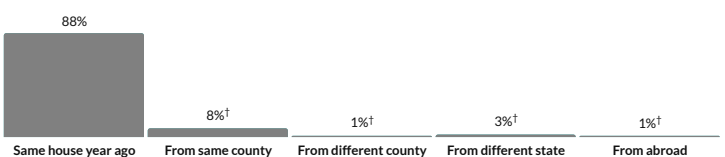
12.3%

Moved since previous year

about 90 percent of the rate in Texas: 14.1%

about the same as the rate in United States: 12.1%

Population migration since previous year



[Show data](#) / [Embed](#)

Social

Educational attainment

81.1%

High school grad or higher

a little less than the rate in Texas: 86.3%

about 90 percent of the rate in United States: 89.8%

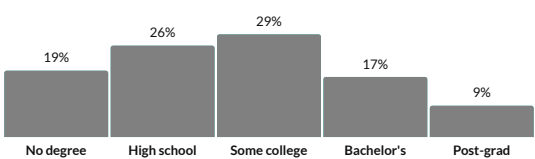
26%

Bachelor's degree or higher

about three-quarters of the rate in Texas: 34.2%

about three-quarters of the rate in United States: 36.2%

Population by highest level of education



* Universe: Population 25 years and over

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Language

N/A

Persons with language other than English spoken at home

Language at home, children 5-17

No data available

Language at home, adults 18+

No data available

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Place of birth

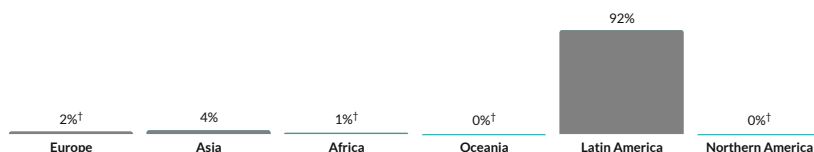
22.5%

Foreign-born population

about 25 percent higher than the rate in Texas: 17.9%

about 1.5 times the rate in United States: 14.3%

Place of birth for foreign-born population



* ACS 2023 5-year data

[Show data](#) / [Embed](#)

Veteran status

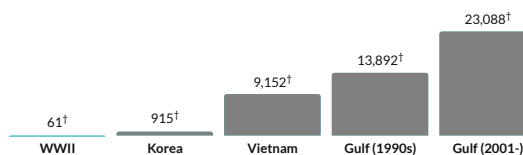
7.3%

Population with veteran status

about 20 percent higher than the rate in Texas: 6.1%

about 20 percent higher than the rate in United States: 6.1%

Veterans by wartime service



* Civilian veterans who served during wartime only

[Show data](#) / [Embed](#)

45,813 Total veterans

40,321 Male

5,492 Female

Hover for margins of error and contextual data.

This profile displays data from more than one ACS release. Charts not derived from ACS 2023 1-year data are noted with an *.

Citation: U.S. Census Bureau (2023). *American Community Survey 1-year estimates*. Retrieved from *Census Reporter Profile page for El Paso County, TX* <<http://censusreporter.org/profiles/05000US48141-el-paso-county-tx/>>

Citation: U.S. Census Bureau (2023). *American Community Survey 5-year estimates*. Retrieved from *Census Reporter Profile page for El Paso County, TX* <<http://censusreporter.org/profiles/05000US48141-el-paso-county-tx/>>

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LANGUAGE ASSISTANCE PLAN

Implementation Methods

How to Identify an LEP Person who Needs Language Assistance – These methods may be used to help identify persons who may need language assistance:

1. Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
2. When public meetings are held, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply.

Language Assistance Measures - ETA may implement the following LEP procedures as appropriate:

1. ETA has identified in-house staff with other language abilities and this staff has some availability to assist with requests related to ETA services, including transit.
2. Public notice, publications, and other material, including webpage content, may be made available in other languages.
3. Utilize translators at select public meetings; and
4. Use a telephone translation service such as Language Line, and web translation applications such as Google Translate.

Training – ETA implements training for ETA front-line contracted employees on Title VI and LEP considerations through the contractor. These training opportunities occur on planned schedules and include opportunities for virtual training seminars provided from the video session from LEP.gov. Front-line employees or contractors who come in contact with LEP individuals are Bus Operators, Customer Service Representatives and Road Supervisors. LEP training include understanding Title VI responsibilities, what procedures to follow when encountering a LEP person and how to potentially handle a Title VI complaint.

Outreach – Specific outreach efforts will be evaluated on a case-by-case basis. Some or all the following methods may be used:

1. Posters and brochures will be made available through local Universities and Community Colleges, City and Town offices, and other locations.
2. ETA website will indicate ways in which LEP persons can access information about our services.
3. The ETA Notice of Rights under Title VI to the public is available at the ETA office, on buses, online at www.elpasotransportationauthority.org, and within the Ride Guide.
4. If staff knows that they will be presenting a topic that could be of importance to an LEP individual or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be available in an alternative language, based on known LEP population in the area.

Monitoring, Evaluating and Updating the LEP & LAP Plans

This plan is designed to be flexible and is one that can be easily updated. At a minimum, ETA will follow the Title VI Program update schedule for the LEP plan. Future plan updates will include the most current data available. The results may change based on the timing of the plan update.

Each update will examine all plan components such as:

1. How many LEP persons were encountered?
2. Were their needs met?
3. What is the current LEP population in ETA service area?
4. Has there been a change in the types of languages where translation services are needed?
5. Is there still a need for continued language assistance for any previously identified ETA programs? Are there other programs that should be included?
6. Have ETA's available resources, such as technology, staff, and financial costs changed?
7. Has ETA fulfilled the goals of the LEP Plan?
8. Were any complaints received?

Dissemination of the LEP & LAP Plans

Copies of the LEP plan will be on file at the ETA office. The LEP plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request. The plan will also be available on the ETA website.

Any questions or comments regarding this plan should be directed to the El Paso Transportation Authority (ETA), 800 East Overland Avenue, Room 423, El Paso, TX 79901, Attn: ETA Title VI Administrator or email director@elpasotransportationauthority.org.



**Regular Meeting of the Board of Directors of the
El Paso Area Transportation Services, Local Government Corporation doing business as the El
Paso Transportation Authority
Wednesday, January 28, 2026 - 01:30 P.M.
Enrique Moreno County Courthouse
500 East San Antonio Avenue, Lower Level 106, El Paso, Texas, 79901**

MINUTES PREPARED BY ANA Q. SANCHEZ, ADMINISTRATIVE SPECIALIST SENIOR

1. Open Meeting

The El Paso Area Transportation Services Local Government Corporation meeting was called to order at 1: 31p.m. Members in attendance were:

VOTING MEMBERS

Chair- Commissioner Jackie Butler	El Paso County	Present
David Ruiz for Arturo Rubio (Vice Chair)	Horizon City	Present
Joel Bishop	El Paso County	Present
David Stout	El Paso County	Present
Andrea Carrillo	Village of Vinton	Present
Eddie Conde	City of San Elizario	Present
Arnulfo “Arnie” Castaneda - Virtual	Town of Anthony	Present
Daniel Vallejo – Virtual	Town of Clint	Present

EX-OFFICIO MEMBERS

Xavier Banales	WTEP	Present
Alejandra Valadez - Virtual	City of Socorro	Present
Harrison Plourde	El Paso MPO	Present
Karl Rimkus	Sun Metro	Present

1. OPEN MEETING

2. PLEDGE OF ALLEGIANCE

3. PUBLIC COMMENT

No members of the public provided comment.

5. CONSENT AGENDA

5.a. Approve the December 2, 2025, ETA regular minutes. (Presented by Annette Gutierrez, Rio Grande Council of Governments Executive Director and Ana Q. Sanchez, Administrative Specialist, Senior)

5.b. Approve the December 10, 2025, ETA special minutes. (Presented by Annette Gutierrez, Rio Grande Council of Governments Executive Director and Ana Q. Sanchez, Administrative Specialist, Senior)

5.c. Approve the Rio Grande Council of Governments to process the expenses incurred in December 2025 for administrative services. (Presented by Annette Guterrez, Rio Grande Council of Governments Executive Director)

5.d. Authorize the Executive Director to execute an Amendment #2 to the Agreement with Transdev Services, Inc for Transit Operations and Maintenance regarding the addition of automated vehicle announcements and recommend approval to El Paso County Commissioners' Court subject to pending to legal review and approval, with the Executive Director authorized to execute the Agreement once finalized. (Presented by John Andoh, Executive Director)

5.e. Authorize the Executive Director to negotiate and execute an on-call retainer agreement with Law Office of Diana Macias Valdez, PLLC for legal services when Kemp Smith is unavailable to represent El Paso Transportation Authority due to a conflict, pending to legal review and approval, with the Executive Director authorized to execute the Agreement once finalized. (Presented by John Andoh, Executive Director)

5.f. Adopt a Drug and Alcohol Policy for El Paso Transportation Authority (Presented by John Andoh, Executive Director)

5.g. Adopt a Drug Free Workplace Act Policy for El Paso Transportation Authority (Presented by John Andoh, Executive Director)

5.h. Adopt an Equal Employment Opportunity Policy for El Paso Transportation Authority (Presented by John Andoh, Executive Director)

5.i. Authorize the Executive Director to negotiate and execute a Memorandum of Understanding among the El Paso Metropolitan Planning Organization, Texas Department of Transportation, Mass Transit Department of the City of El Paso, El Paso Area Transportation Services, LGC and the City of Socorro, pending legal review and approval as to form by legal counsel, with the Executive Director authorized to execute the MOU once finalized. (Presented by John Andoh, Executive Director).

5.j. Adopt a Policy Regarding Strollers, Storage Carts and Shopping Bags. (Presented by John Andoh, Executive Director)

5.k. Adopt a Credit Card Policy for El Paso Transportation Authority. (Presented by John Andoh, Executive Director)

MOTION: to approve Consent Agenda items 5a through 5e and 5.h. through 5.k.

Motion by: Commissioner Jackie Butler

Seconded by: Joel BIs hop

Members Voting Aye: Commissioner Jackie Butler, Joel Bishop, Andrea Carrillo, David Vallejo, David Stout, David Ruiz, Eddie Conde.

Request to pull items 5.f. and 5.g. for further discussion.

Discussion of item 5.f. - Adopt a Drug and Alcohol Policy for El Paso Transportation Authority
(Presented by John Andoh, Executive Director)

Item 5F, the Drug & Alcohol Policy, was presented to ensure compliance with FTA regulations, noting that ETA does not have safety-sensitive positions and that the contractor, Transdev, is responsible for drug and alcohol testing.

MOTION: to approve item 5f.

Motion by: Commissioner David Sout Seconded by: Eddie Conde

Members Voting Aye: Commissioner Jackie Butler, Joel Bishop, Andrea Carrillo, David Vallejo, David Stout, David Ruiz, Eddie Conde.

Discussion of item 5.g. - The Drug-Free Workplace Policy was proposed to comply with the Drug-Free Workplace Act of 1988 and mirrors the existing El Paso County policy. After discussion, both policies were adopted unanimously.

MOTION: to approve 5.g.

Motion by: Commissioner David Sout Seconded by: Eddie Conde

Members Voting Aye: Commissioner Jackie Butler, Joel Bishop, Andrea Carrillo, David Vallejo, David Stout, David Ruiz, Eddie Conde.

6. REGULAR AGENDA

6.a. Appoint the Chair, Vice Chair and one voting member to the Executive Committee and to approve the work program of the Executive Committee. (Presented by Jackie Butler, Chair)

Chair Jackie Butler recommended appointing the Chair as Committee Chair, the second Commissioner of Commissioner's Court as Vice Chair, and Mr. Rubio as a rotating voting member. The board unanimously approved the appointments and the Executive Committee's work program.

MOTION: to appoint Chair, Vice Chair and one voting member to the Executive Committee and to approve the work program of the Executive Committee composed of Commissioner Jackie Butler, Commissioner David Stout, and Arturo Rubio

Motion by: Joel Bishop Seconded by: Andrea Carrillo

Members Voting Aye: Commissioner Jackie Butler, Joel Bishop, Andrea Carrillo, David Vallejo, David

Stout, David Ruiz, Eddie Conde. .

6.b. Discussion and possible action to establish Meeting Decorum and use Roberts Rules of Order.
(Presented by John Andoh, Executive Director)

Executive Director John Andoh recommended deleting this item for further review by the Executive Committee. The board approved the removal, deferring discussion and any action on establishing meeting decorum and Roberts Rules of Order.

MOTION: to delete item 6.b.

Motion by: Commissioner Jackie Butler

Seconded by: Andrea Carrillo

Members Voting Aye: Commissioner Jackie Butler, Joel Bishop, Andrea Carrillo, David Vallejo, David Stout, David Ruiz, Eddie Conde.

6.c. Discussion and possible action to adopt the Title VI Program for 2026-2029 for El Paso Transportation Authority (Presented by John Andoh, Executive Director)

Executive Director John Andoh presented the Title VI Program, which ensures ETA's compliance with federal regulations prohibiting discrimination based on race, color, or national origin. The program includes public notices, complaint procedures, limited English proficiency plans, and service standards. The board approved the Title VI Program, authorizing the Director to make any necessary updates based on future feedback.

MOTION: to approve the Title VI program.

Motion by: Commissioner Jackie Butler

Seconded by: Joel Bishop

Members Voting Aye: Commissioner Jackie Butler, Joel Bishop, Andrea Carrillo, David Vallejo, David Stout, David Ruiz, Eddie Conde.

6.d. Discussion and possible action to adopt the Transit Development Plan for 2026-2029 for El Paso Transportation Authority (Presented by Kelly Blume, Texas A&M Transportation Institute)

Kelly Blume from Texas A&M Transportation Institute presented the Transit Development Plan, outlining ETA's planned transit services, facilities, and financial projections for 2026–2029. The plan includes fixed route, paratransit, micro transit, vanpool, Gold Route, and future pilot programs, with flexibility for updates as studies and funding are finalized. The board approved the Transit Development Plan and authorized the Director to respond to feedback from Sun Metro and the Metropolitan Planning Organization as needed.

MOTION: to approve with provision for board members to reach out to Executive Director John Andoh with any questions or concerns.

Motion by: Commissioner Jackie Butler

Seconded by: Eddie Conde

Members Voting Aye: Commissioner Jackie Butler, Joel Bishop, Andrea Carrillo, David Vallejo, David Stout, David Ruiz, Eddie Conde.

6.e. Discussion regarding the Draft Transition Plan (Presented by John Andoh, Executive Director)

NO ACTION –Executive Director John Endo presented the draft plan for ETA’s transition to an independent entity, including staffing, assets, contracts, and a timeline for completion by September 1, 2026. The board discussed staffing options, benefits, and retirement considerations and requested further review and consultation with Human Resources before a final recommendation.

6.f. Discussion and direction regarding the New Mexico Department of Transportation (NMDOT) Park and Ride Express service between Downtown El Paso and Las Cruces, NM. (Presented by John Andoh, Executive Director)

NO ACTION – Staff provided an update on the New Mexico Department of Transportation Park and Ride service between downtown El Paso and Las Cruces, highlighting funding, ridership, and operational challenges. The route, previously funded under FTA 5311F rural funds, may need to transition to 5307 urban funds due to changes in eligibility. ETA staff are negotiating an amendment to the intergovernmental agreement to clarify responsibilities, improve oversight, and ensure compliance. The board was informed of ongoing efforts and potential funding impacts.

6.g. Receive a report from the Executive Director regarding El Paso Transportation Authority staff activities. (Presented by John Andoh, Executive Director)

NO ACTION - The Executive Director provided an update on recent ETA activities, including submission of eight grant applications to fund routes, operations, and studies, such as the Gold Route and an inner-city bus study for oil field transportation. Staff reported increased ridership following the launch of fare-free service, noting occasional overcrowding and positive community impact, particularly for students and low-income riders. Operational oversight, marketing, and organizational setup, including official registration of ETA and banking, were highlighted. Supporting materials included ridership and performance reports, meeting agendas, and updates from regional partners.

4. PRESENTATION

4.a. Present a certificate to Transdev’s employee of the month for December 2025. (Presented by Sylvia Balcazar, Transdev General Manager)

Item moved -Transdev General Manager Sylvia Balcazar, presented the recognition to Honoree Gerardo Martinez as Employee of the Month in recognition of his outstanding performance, dedication, and professionalism. Jennifer highlighted that Mr. Martinez has been with ADA for a year, exemplifies safety and responsibility, and serves as a role model for other drivers.

6.h. Receive report of Transdev's operations for the month of December 2025. (Presented by Sylvia Balcazar, Transdev General Manager)

NO ACTION – Transdev General Manager Sylvia Balcazar reported that December 2025 was a strong month, highlighted by the launch of fare-free service after December 22nd, which was well-received by passengers. There were zero preventable and non-preventable accidents. Fixed-route on-time performance was 90.2%, paratransit on-time performance was 94.5%, and paratransit rides per hour averaged 1.02. Fixed-route ridership totaled 11,158, and paratransit ridership was 682 over 625 trips. The service area included 167 clients and 17 outside-area clients, for a total of 184. Preventive maintenance was completed on all vehicles (100%). Staff noted that while the system was fully staffed in December, driver departures and promotions in January prompted a new training class beginning January 12. Paratransit ridership in San Elizario and Clint continued to grow, enhancing door-to-door service and improving connections to key community destinations such as the Mission Valley Transfer Center and El Paso Community College.

7. CLOSED MEETING

The Meeting may be closed under the following Texas Government Code of the Open Meetings Act for discussion as follows:

- Section 551.071 – Consultation with Attorney
- Section 551.072 – Deliberation regarding Real Property
- Section 551.073 – Deliberation regarding Prospective Gifts
- Section 551.074 - Personnel Matters
- Section 551.076 – Deliberation regarding security devices or security audits
- Section 551.087 – Deliberation regarding economic development negotiations
- Section 551.089 - Deliberation regarding security devices or security audits; Closed Meeting.

(Any final action as a result of this closed discussion will be held at the opening of the meeting or at any subsequent meeting.)

5. REGULAR AGENDA CONTINUED

8.a. Consider and take action on matters discussed in closed session.

The board noted that no closed session was held during the meeting; therefore, no action was required or taken under this agenda item.

6. ADJOURNMENT

MOTION: to adjourn meeting.

Motion by: Commissioner Jackie Butler

Seconded by: Andrea Carrillo

Members Voting Aye: Commissioner Jackie Butler, Joel Bishop, Arturo Rubio, Andrea Carrillo, David Vallejo, David Ruiz, Eddie Conde.

Meeting adjourned at 3:15 PM.

APPENDIX B – PRELIMINARY FINANCIAL PLAN BY FISCAL YEAR – OPERATIONS

Table A1. FY27 Preliminary Financial Plan – Operations

Financial Plan Element	Fixed-Route Bus	Commingled DRT	Microtransit	EPATS Total	Vanpool	Gold Route Intercity Bus	User-Side Subsidy Program	VDP	Transit Program Total
Costs									
Annual Purchased Transportation Cost	\$6,600,000	\$2,240,000	\$290,000	\$9,130,000	\$1,110,000	\$0	\$0	\$0	\$10,240,000
Annual Other Operating Costs	\$30,000	\$0	\$0	\$30,000	\$0	\$0	\$30,000	\$30,000	\$90,000
Annual Administrative & Planning Costs	\$0	\$0	\$0	\$1,290,000	\$50,000	\$0	\$20,000	\$20,000	\$1,380,000
ETA Labor - Grant Funded	\$0	\$0	\$0	\$860,000	\$50,000	\$0	\$20,000	\$20,000	\$950,000
Other Admin Costs - Grant Funded	\$0	\$0	\$0	\$140,000	\$0	\$0	\$0	\$0	\$140,000
Other Admin Costs - Locally Funded	\$0	\$0	\$0	\$300,000	\$0	\$0	\$0	\$0	\$300,000
Total Costs	\$6,630,000	\$2,240,000	\$290,000	\$10,450,000	\$1,160,000	\$0	\$50,000	\$60,000	\$11,710,000
Revenues									
Fares Applied	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Federal Revenue Applied	\$4,100,000	\$1,390,000	\$180,000	\$6,410,000	\$760,000	\$0	\$0	\$30,000	\$7,210,000
5311 and 5307	\$4,100,000	\$1,390,000	\$180,000	\$6,410,000	\$760,000	\$0	\$0	\$0	\$7,170,000
Grant(s) to Be Identified	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$30,000	\$30,000
Texas State Revenue Applied	\$400,000	\$140,000	\$20,000	\$550,000	\$20,000	\$0	\$0	\$0	\$580,000
Total Revenues	\$4,510,000	\$1,520,000	\$200,000	\$6,970,000	\$790,000	\$0	\$0	\$30,000	\$7,790,000
Local Share Required	\$2,120,000	\$710,000	\$90,000	\$3,480,000	\$370,000	\$0	\$50,000	\$20,000	\$3,920,000

Note: No fare revenues are included, due to ETA's fare-free policy.

Table A2. FY28 Preliminary Financial Plan – Operations

Financial Plan Element	Fixed-Route Bus	Commingled DRT	Microtransit	EPATS Total	Vanpool	Gold Route Intercity Bus	User-Side Subsidy Program	VDP	Transit Program Total
Costs									
Annual Purchased Transportation Cost	\$6,930,000	\$2,350,000	\$300,000	\$9,590,000	\$1,170,000	\$0	\$0	\$0	\$10,750,000
Annual Other Operating Costs	\$30,000	\$0	\$0	\$30,000	\$0	\$0	\$30,000	\$30,000	\$90,000
Annual Administrative & Planning Costs	\$0	\$0	\$0	\$1,350,000	\$50,000	\$0	\$20,000	\$20,000	\$1,450,000
ETA Labor - Grant Funded	\$0	\$0	\$0	\$900,000	\$50,000	\$0	\$20,000	\$20,000	\$1,000,000
Other Admin Costs - Grant Funded	\$0	\$0	\$0	\$150,000	\$0	\$0	\$0	\$0	\$150,000
Other Admin Costs - Locally Funded	\$0	\$0	\$0	\$320,000	\$0	\$0	\$0	\$0	\$320,000
Total Costs	\$6,960,000	\$2,350,000	\$300,000	\$10,970,000	\$1,220,000	\$0	\$50,000	\$60,000	\$12,300,000
Revenues									
Fares Applied	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Federal Revenue Applied	\$4,310,000	\$1,460,000	\$190,000	\$6,730,000	\$800,000	\$0	\$0	\$30,000	\$7,570,000
5311 and 5307	\$4,310,000	\$1,460,000	\$190,000	\$6,730,000	\$800,000	\$0	\$0	\$0	\$7,530,000
Grant(s) to Be Identified	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$30,000	\$30,000
Texas State Revenue Applied	\$420,000	\$150,000	\$20,000	\$580,000	\$20,000	\$0	\$0	\$0	\$610,000
Total Revenues	\$4,740,000	\$1,600,000	\$210,000	\$7,320,000	\$830,000	\$0	\$0	\$30,000	\$8,180,000
Local Share Required	\$2,230,000	\$750,000	\$90,000	\$3,650,000	\$390,000	\$0	\$50,000	\$20,000	\$4,120,000

Note: No fare revenues are included, due to ETA's fare-free policy.

Table A3. FY29 Preliminary Financial Plan – Operations

Financial Plan Element	Fixed-Route Bus	Commingled DRT	Microtransit	EPATS Total	Vanpool	Gold Route Intercity Bus	User-Side Subsidy Program	VDP	Transit Program Total
Costs									
Annual Purchased Transportation Cost	\$7,280,000	\$2,470,000	\$320,000	\$10,070,000	\$1,230,000	\$0	\$0	\$0	\$11,290,000
Annual Other Operating Costs	\$30,000	\$0	\$0	\$30,000	\$0	\$0	\$30,000	\$30,000	\$90,000
Annual Administrative & Planning Costs	\$0	\$0	\$0	\$1,420,000	\$50,000	\$0	\$20,000	\$20,000	\$1,520,000
ETA Labor - Grant Funded	\$0	\$0	\$0	\$950,000	\$50,000	\$0	\$20,000	\$20,000	\$1,050,000
Other Admin Costs - Grant Funded	\$0	\$0	\$0	\$160,000	\$0	\$0	\$0	\$0	\$160,000
Other Admin Costs - Locally Funded	\$0	\$0	\$0	\$340,000	\$0	\$0	\$0	\$0	\$340,000
Total Costs	\$7,310,000	\$2,470,000	\$320,000	\$11,520,000	\$1,280,000	\$0	\$50,000	\$60,000	\$12,920,000
Revenues									
Fares Applied	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Federal Revenue Applied	\$4,530,000	\$1,530,000	\$200,000	\$7,070,000	\$840,000	\$0	\$0	\$30,000	\$7,950,000
5311 and 5307	\$4,530,000	\$1,530,000	\$200,000	\$7,070,000	\$840,000	\$0	\$0	\$0	\$7,910,000
Grant(s) to Be Identified	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$30,000	\$30,000
Texas State Revenue Applied	\$440,000	\$160,000	\$20,000	\$610,000	\$20,000	\$0	\$0	\$0	\$640,000
Total Revenues	\$4,980,000	\$1,680,000	\$220,000	\$7,690,000	\$870,000	\$0	\$0	\$30,000	\$8,590,000
Local Share Required	\$2,340,000	\$790,000	\$90,000	\$3,830,000	\$410,000	\$0	\$50,000	\$20,000	\$4,330,000

Note: No fare revenues are included, due to ETA's fare-free policy.