

El Paso County

ADA Paratransit Plan

El Paso County Planning & Development Department
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ADA Paratransit Plan Table of Contents

I.	EL PASO COUNTY CONTACTS.....	5
II.	INTRODUCTION	6
III.	FIXED ROUTE SERVICE.....	7
	Description of EPCT Fixed Route System.....	7
	<i>Service Days and Hours</i>	<i>7</i>
	<i>Service Area</i>	<i>8</i>
	<i>Fares.....</i>	<i>10</i>
	<i>Population Served</i>	<i>10</i>
	Inventory of EPCT Fixed Route Vehicles	11
IV.	COMPLEMENTARY PARATRANSIT SERVICE	12
	Demand Estimate for ADA Paratransit and Demand Model Methodology.....	12
	<i>ADA Paratransit Service Area Population—Ridership Model Variable.....</i>	<i>12</i>
	<i>Remaining Ridership Model Variables.....</i>	<i>14</i>
	<i>ETA Access ADA Paratransit Five-Year+ Ridership Demand Estimation</i>	<i>14</i>
	Description of ADA Paratransit Service Criteria to Meet Comparability Requirements	16
	<i>Days and hours of service</i>	<i>17</i>
	<i>Fares.....</i>	<i>18</i>
	<i>Response Time.....</i>	<i>18</i>
	<i>Trip purpose</i>	<i>18</i>
	<i>Capacity Constraints.....</i>	<i>18</i>
	Timetable for Implementing ADA Paratransit	20
	Five-Year ADA Paratransit Operating and Capital Budget.....	23
V.	ADA PARATRANSIT ELIGIBILITY PROCESS	24
	Customer Application and Certification Process.....	24
	<i>Application Process.....</i>	<i>24</i>
	Eligibility Determination	26
	<i>Eligibility Types.....</i>	<i>26</i>
	<i>Eligibility for Children ages 5 and under</i>	<i>27</i>
	<i>Presumptive Eligibility</i>	<i>28</i>

	Recertification of Existing Customers	28
	Administrative Appeals Process	28
	<i>Eligibility Appeals Policy</i>	<i>28</i>
	<i>Eligibility Appeals Procedures.....</i>	<i>29</i>
	Visitor Policy	30
	<i>Visitor Documentation</i>	<i>30</i>
	<i>Visitor Service Availability.....</i>	<i>30</i>
VI.	PUBLIC PARTICIPATION PLAN	31
	Access Advisory Committee.....	31
	Public Outreach Meetings.....	32
	Accessible Outreach Materials.....	34
	Public Hearing.....	34
	Documentation and Incorporation of Public Comments	34
VII.	EXISTING SERVICES SURVEY & COORDINATION EFFORTS	35
	Inventory of Existing Services.....	35
	Coordination Efforts	35
	<i>ADA Paratransit Travel Between Jurisdictions.....</i>	<i>36</i>
	<i>ADA Paratransit Eligibility Recognition Across Jurisdictions.....</i>	<i>36</i>
VIII.	AUTHORIZING RESOLUTION & CERTIFICATION.....	37
IX.	ATTACHMENTS	38
	ATTACHMENT A. EPCT Fixed Route Schedules	38
	ATTACHMENT B. Potential Destinations by ADA Paratransit Zone.....	38
	ATTACHMENT C. ADA Paratransit Application	38
	ATTACHMENT D. Eligibility Determination Letters & Appeal Request Form	38
	ATTACHMENT E. Organizations Contacted for Public Outreach.....	38
	ATTACHMENT F. Access Advisory Committee Application	38
	ATTACHMENT G. Access Advisory Committee Agendas	38
	ATTACHMENT H. Public Outreach Materials	38
	ATTACHMENT I. Public Comment Summary and Disposition	38

Tables and Figures

Table 1. Weekday and Saturday Service Hours and Headways.....	8
Table 2. Sunday Service Hours and Headways	8
Table 3. EPCT Fixed Route Fares for Routes 10, 20, 30, 31, 40, and 50.....	10
Table 4. EPCT Fixed Route Service Area Demographics.....	11
Table 5. EPCT Fixed Route Vehicle Inventory	11
Table 6. . ETA Access ADA Paratransit Service Area Population (excludes population within Sun Metro service area).....	14
Table 7. ETA Access ADA Paratransit Ridership Estimation Variables.....	14
Table 8. 24-Month “Ramp up” Period Monthly Ridership Estimates	15
Table 9. ADA Paratransit Five-Year Demand Estimation.....	16
Table 10. ADA Paratransit Capacity Constraint Performance Standards	20
Table 11. ETA Access ADA Paratransit Service Timetable.....	21
Table 12. Five-Year ADA Paratransit Operating and Capital Budget.....	23
Table 13. Transportation Providers Within ADA Paratransit Service Area—Inventory Results	35
 Figure 1. EPCT Fixed Route Transit Service Area	9
Figure 2. EPCT (ETA Access) Required ADA Paratransit Service Areas.....	13

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II. INTRODUCTION

In compliance with 49 Code of Federal Regulations (CFR) 37 Subpart F—Paratransit as a Complement to Fixed Route Service, El Paso County, as a public entity operating fixed route transportation service is required to develop and submit a paratransit plan. The El Paso County ADA Paratransit Plan was submitted to the state administering agency—Texas Department of Transportation (TxDOT) as a recipient of funding under 49 U.S.C. 5311 on April 2, 2024, and was approved on June 18, 2024.

El Paso County is at the western tip of Texas along the United States–Mexico border. The designated recipients of Federal Transit Administration (FTA) urbanized area and nonurbanized (or rural) area funding are 1) the City of El Paso Mass Transit Department (known as Sun Metro) which receives Section 5307 urbanized area funding, and El Paso County which receives Section 5311 rural area funding.

El Paso County is a rural transit district established under Texas Transportation Code Chapter 458. El Paso County provides transit services in communities that are within El Paso County but outside the city limits of El Paso. The El Paso County transit service area includes Anthony, Canutillo, and Vinton in the northwest; Homestead Meadows North and Homestead Meadows South in the east; and Clint, Fabens, Horizon City, San Elizario, Socorro, and Tornillo in the southeast. One exception is that EPCT services do travel inside the city limits of El Paso to connect to Sun Metro’s transfer centers.

Sun Metro is a Metropolitan Transportation Authority established under Chapter 53 of Title 49, United States Code. Sun Metro operates local bus, rapid transit routes, and complementary paratransit for individuals with disabilities (LIFT) within the city limits of City of El Paso. Sun Metro operates a transit route outside the city limits in partnerships with Sunland Park, New Mexico, (Route 83). The Sun Metro ADA Paratransit Plan is submitted to the federal administering agency—Federal Transit Administration (FTA) as a direct recipient of funding under 49 U.S.C. 5307.

EPCT plans to enter into an interlocal agreement with El Paso Area Transportation Service, Local Government Corporation (EPATS) that will contract for ADA paratransit services. EPATS was organized in 2021 for the purpose of encouraging and assisting [and funding] local units of government to join and cooperate with one another to provide and deliver regional multimodal transportation solutions for the residents of the Greater El Paso community. The EPATS is a partnership between the County, Horizon City, the City of San Elizario, and the Village of Vinton.

Fort Bliss Military Reservation is in north central El Paso County. Public transportation does not operate services on Fort Bliss.

III. FIXED ROUTE SERVICE

Section III provides an overview of the EPCT fixed route transit (FRT) system and is organized into two sections:

- Description of the EPCT FRT
- Inventory of the EPCT FRT vehicles

This section provides information and data about EPCT FRT to ensure that the provision of ADA Paratransit in El Paso County is *comparable* to the FRT level of service. Per Title 49, §§ 37.121 “each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.” The minimum required ADA paratransit service area serves origins and destinations within corridors of three-fourths ($\frac{3}{4}$) of a mile on each side of each fixed route, as well as a $\frac{3}{4}$ -mile radius at the end of each fixed route. The service areas must have no “islands” (small area gaps) that are unserved between adjacent fixed route corridors [Section 37.131(a)].

Description of EPCT Fixed Route System

The EPCT FRT system serves passengers in the rural and urbanized areas of El Paso County outside of the City of El Paso. Communities served include Anthony, Agua Dulce, Westway, Vinton, Canutillo, Homestead Meadows, Horizon City, Sparks, Socorro, San Elizario, Clint, Fabens, and Tornillo. The EPCT FRT system includes six routes that provide round-trip service throughout the day on weekdays and Saturdays. Four routes also operate on Sundays. The routes have frequent stops; some routes have fixed stops and others also offer “Flag Stop Service” along the route. Flag Stop Service allows a customer to flag the bus for a pickup along the route—the Flag Stop Service does not alter or deviate from the route or schedule.

More details regarding the routes, the service area, and operating hours can be found in the following two sections. Attachment A provides EPCT FRT schedules by route.

Service Days and Hours

All six routes operate Monday through Saturday with similar hours of service provided on weekdays and Saturdays. Four routes also operate on Sunday. Table 1 provides the weekday and Saturday service hours and headways for each of the seven (7) EPCT fixed routes. Table 2 provides the same information, but for Sundays.

An important concept shown in these tables is each route’s *headway*. The route’s headway is the amount of time scheduled between bus arrivals on the route. For example, Route 10 has a weekday peak headway of 43 minutes. This means that, during peak travel times (i.e., “rush hour”), buses on Route 10 are scheduled to arrive every 43 minutes.

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.

Routes do not operate on the following holidays:

- New Year's Day.
- Easter Sunday.
- Memorial Day.
- Independence Day.
- Labor Day.
- Thanksgiving Day.
- Christmas Day.

Service Area

The EPCT FRT system, serves three main areas: West, East, and South. Routes in each of the three areas feed into a Sun Metro transfer center, from which passengers can connect to Sun Metro routes, if desired. Figure 1 displays the EPCT FRT system.

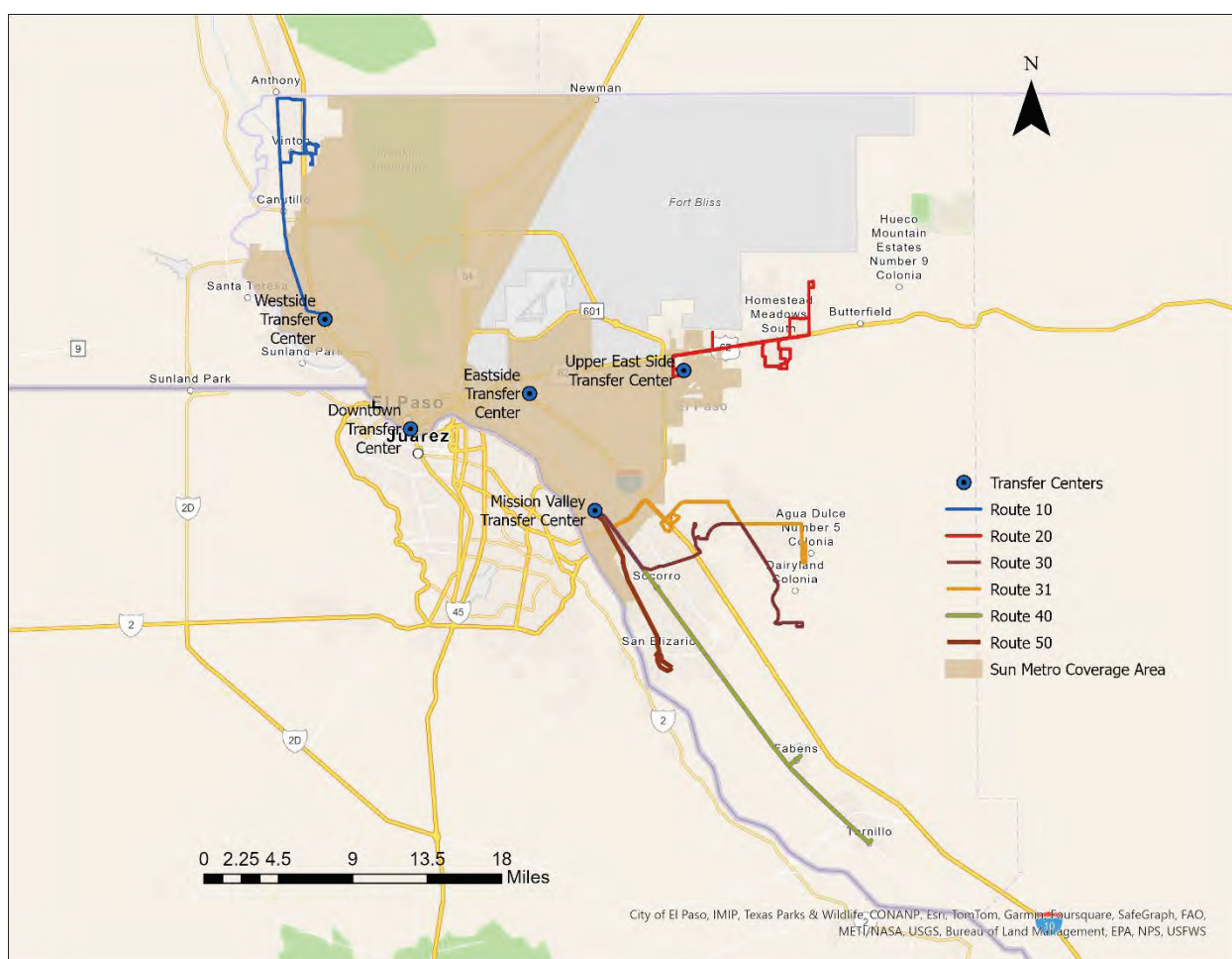
In the West Area, Route 10 connects Anthony, Westway, Vinton, and Canutillo with Sun Metro's Westside Transfer Center via the Doniphan Road corridor. The Westside Transfer Center is located at 7535 Remcon Circle, El Paso, TX 79912.

In the East Area, Route 20 connects Homestead Meadows to Sun Metro's Upper Eastside Transfer Center via the Montana Avenue Corridor. The Upper Eastside Transfer Center is located at 12781 Edgemere Blvd, El Paso, TX 79938.

In the South Area, there are five routes. All South Area routes connect to Sun Metro's Mission Valley Transfer Center, located at 9065 Alameda Ave, El Paso, TX 79907.

- Routes 30 and 31 connect the communities of Horizon City, Agua Dulce, and Sparks. Route 31 also connects to the Mission Del Paso campus of El Paso County Community College.
- Route 40 operates along Alameda Avenue corridor, connecting the communities of Tornillo, Fabens, and Socorro.
- Route 50 operates along the Socorro Road corridor, connecting the communities of San Elizario and Socorro.

Figure 1. EPCT Fixed Route Transit Service Area



Fares

All fixed routes charge a \$1.50 one-way fare, and free transfers are available to other EPCT fixed routes within a two-hour window. Children who are five years old or younger ride for free on all of EPCT's routes when accompanied by an adult. Passengers on all FRT routes have an option to purchase a multi-ride pass. Monthly passes for Routes 10, 20, 30, 31, 40, and 50 cost \$48.00 and can be purchased by mail order, at the El Paso County downtown office, or onboard a FRT bus via the farebox.

The fareboxes on buses for Routes 10, 20, 30, 31, 40, and 50 accept fare payments in cash or ticket cards. Ticket cards include the monthly pass and also refund cards, which are issued if a passenger overpays in cash. The value on refund cards can be used to pay future fares. However, future upgrades to the fareboxes may allow for payments by credit/debit cards, mobile ticketing, and other forms of fare media.

Table 3 provides the fare structure that applies to Routes 10, 20, 30, 31, 40, and 50.

Table 3. EPCT Fixed Route Fares for Routes 10, 20, 30, 31, 40, and 50

Fare Type	Cost
Standard One-Way	\$1.50
Monthly Pass	\$48.00
Children 5 and Under ^a	Free

^a When accompanied by an adult.

Population Served

Total population in the EPCT FRT service area (i.e., the area within ½ -mile of a fixed route includes approximately 127,153 people and 37,092 households (based on the population living within ½ -mile of a route). Fixed route planners use ½ mile around a fixed route to represent the walking distance majority of individuals will walk to a fixed route.

Table 5 provides the EPCT FRT Service Area Demographics using the American Community Survey (ACS) five-year estimations for the West, East, and South areas served. The service area as a whole is composed of the following additional demographic estimates:

- 11,246 household with at least one person with a disability or 30% of households (11,246/ 37,092 total households)
- 643 zero-car households or 1.7% of households (643/ 37,092 households)
- 9,710 individuals 18 or older that speak Spanish and no English or 8% of the population (9,710/ 127,153 total population)
- 22,868 low-income individuals below poverty level or 24% of the population (22,868/ 127,153 total population)
- 12,879 individuals who are age 65 or older or 10% of the population (12,879/ 127,153 total population)

Table 4. EPCT Fixed Route Service Area Demographics

Demographics	Route 10 Northwest Area	Route 20 East Area	Routes 30, 31, 40, 50, 84 South Area	Total EPCT FRT Service Area
Total Households	4,614	3,646	28,832	37,092
Total Population	15,353	14,692	97,108	127,153
Households with 1+ Persons with Disability	1,341 (29%)	1,209 (33%)	8,696 (30%)	11,246 (30%)
Households with zero vehicles	5 (0.1%)	5 (0.1%)	633 (2.2%)	643 (1.7%)
Population Age 18 + that Speaks Spanish and No English	1,421 (31%)	822 (23%)	7,467 (26%)	9,710 (8%)
Population with Income Below Poverty Level	3,545 (23%)	3,645 (25%)	22,868 (24%)	30,058 (24%)
Population Age 65+	1,759 (11%)	1,367 (9%)	9,753 (10%)	12,879 (10%)

Inventory of EPCT Fixed Route Vehicles

EPCT participates in TxDOT's Asset Management Plan that supports service sustainability. EPCT has 24 vehicles in its fixed route fleet, all of which are a type of vehicle called a "cut-away" bus, which is a bus that is bigger than a van but shorter than a full-sized city bus. EPCT's buses can seat 16 passengers, and all have a wheelchair lift. Any bus can be used on any route on any day. Table 5 provides the EPCT fixed route vehicle inventory.

Table 5. EPCT Fixed Route Vehicle Inventory

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	

IV. COMPLEMENTARY PARATRANSIT SERVICE

El Paso County shall operate ADA complementary paratransit service through an interlocal agreement with EPATS that will contract for the service. El Paso County has branded the ADA paratransit service as ETA Access.

Each public entity that operates FRT (excluding commuter or intercity transit service) is required to provide ADA paratransit service to individuals with disabilities. Section IV provides:

- Demand estimates for ADA paratransit and the demand model methodology
- Description of ADA paratransit service criteria to meet comparability requirements
- Timetable for implementing ADA Paratransit
- ADA paratransit operating and capital budget

Demand Estimate for ADA Paratransit and Demand Model Methodology

The ADA Paratransit demand five-year estimate uses the Transportation Cooperative Research Program (TCRP) Report 119 methodology that provides an 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 highly significant on the impact of 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)

ADA Paratransit Service Area Population—Ridership Model Variable

The minimum required ADA paratransit service area serves origins and destinations within corridors of three-fourths ($\frac{3}{4}$) of a mile on each side of each fixed route, as well as a $\frac{3}{4}$ -mile radius at the end of each fixed route. The service areas must have no "islands" (small area gaps) that are unserved between adjacent fixed route corridors [Section 37.131(a)].

The base ETA Access ADA paratransit system serves a $\frac{3}{4}$ -mile corridor on each side of the six (6) FRT bus routes to include a $\frac{3}{4}$ -mile radius at the end of each FRT. The ETA Access service areas (or zones) are West, East, and South. Each of the three ETA Access service zones include a leg to

connect to transit centers located within the Sun Metro ADA paratransit service area. Figure 2 provides a map of the ETA Access service areas.

Table 6 provides the population estimates for each of the three ETA Access zones for calendar year 2024 to 2029. The portion of the zones that travel within the Sun Metro service area to connect to the transit centers is excluded from the total zone population in estimation of ridership—assume this population is served by Sun Metro. The population estimates are calculated using the Esri Census mapping software tool that uses the 2020 Census data conducted by the U.S. Census Bureau.

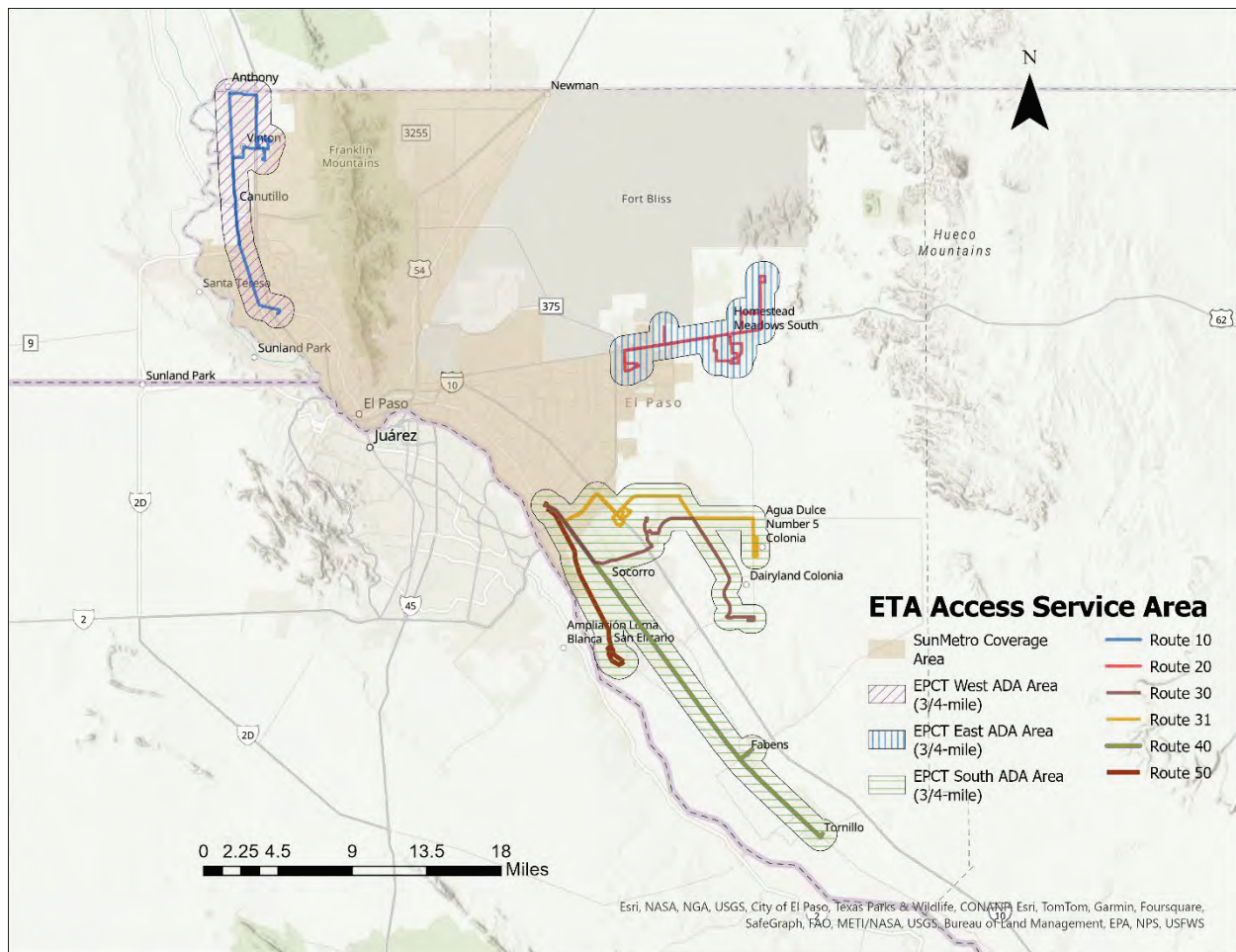


Figure 2. EPCT (ETA Access) Required ADA Paratransit Service Areas

Table 6. ETA Access ADA Paratransit Service Area Population (excludes population within Sun Metro service area)

Calendar Year	South	West	East
2024	112,895	23,364	16,187
2025	114,024	23,527	16,235
2026	115,164	23,692	16,284
2027	116,316	23,858	16,333
2028	117,479	24,025	16,382
2029	118,654	24,193	16,431

Remaining Ridership Model Variables

Table 7 provides the remaining ridership model variable input values for ETA Access as follows:

- ETA Access base fare is \$2.50 per one-way trip.
- Percent of applicants that are estimated to be deemed conditionally eligible is 20 percent—consistent with industry averages.
- ETA Access plans to conduct trip by trip screening for conditional eligibility at the point of reservation.
- An estimate of 14 percent of households have income below poverty line within the ADA paratransit service area.
- On-time performance window is defined as 15 minutes before to 15 minutes after the originally scheduled pick-up time or 30 minutes.

Table 7. ETA Access ADA Paratransit Ridership Estimation Variables

ADA Paratransit Ridership Estimation Variables	Input Values
Base fare for ADA paratransit	\$2.50
Percent of applicants for ADA paratransit eligibility found conditionally eligible	20.0%
Conditional trip by trip screening (0 – no screening used, 1 - used)	1
Percent of the population in the ADA service area in households with income below the poverty line	14.0%
Effective on-time window for ADA paratransit (minutes)	30

ETA Access ADA Paratransit Five-Year+ Ridership Demand Estimation

The ADA paratransit ridership demand estimates includes a 24-month ramp up period for ridership growth with service beginning July 1, 2024. The ramp up is a consistent month to month ridership increase until ridership reaches 100 percent by June 2026.

Route 84 FRT that is in the South Zone is expected to be eliminated July 1, 2024. ADA paratransit ridership for Route 84 is matured and provides an estimate 9,000 annual ADA paratransit passenger trips. With the elimination of Route 84, there is little change in ADA paratransit ridership as about 90 to 95 percent of the ADA paratransit service area continues to

be served within the South Zone. ADA paratransit service area has no ramp up for Route 84 ridership because it is an established ADA paratransit service.

Table 8 provides the monthly ridership estimates for the 24-month period from July 1, 2024 to June 30, 2026. Table 9 provides the annual ridership estimates through December 31, 2029.

Table 8. 24-Month Period Monthly Ridership Estimates

		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

Table 9. ADA Paratransit Five-Year Demand Estimation

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

Description of ADA Paratransit Service Criteria to Meet Comparability Requirements

Federal Regulations (CFR 37 F Sec. 37.121) state that “each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system. To be deemed comparable to fixed route service, a complementary paratransit system shall meet the requirements of (Sec. 37.123- 37.133)” six ADA complementary paratransit service criteria:

- Days and hours of service
- Service area
- Fares
- Response time
- Trip purpose
- Capacity constraints

Days and hours of service

Public transit agencies are obligated, at a minimum, to provide ADA paratransit on the same days and during the same hours as the FRT service for a comparable trip [Section 37.131(e)].

ETA Access service hours will mirror the same days and service hours as EPCT fixed route services in each of the three areas, respectively. The service days and hours will be as follows:

Monday through Friday:	5:00 am to 8:20 pm
Saturday:	5:30 am to 7:00 pm
Sunday:	7:00 am to 6:00 pm

Base Service Area

The minimum required ADA paratransit service area serves origins and destinations within corridors of three-fourths ($\frac{3}{4}$) of a mile on each side of each fixed route, as well as a $\frac{3}{4}$ -mile radius at the end of each fixed route. The service areas must have no “islands” (small area gaps) that are unserved between adjacent fixed route corridors [Section 37.131(a)]. The base ETA Access system serves a $\frac{3}{4}$ -mile corridor on each side of the six (6) FRT bus routes to include a $\frac{3}{4}$ -mile radius at the end of each FRT. There are three ADA paratransit zones—West, East, and South. Attachment B provides potential service destinations in each of the ADA paratransit zones for the purpose of understanding trip demand within the zone.

West ADA Paratransit Zone

The West ADA paratransit service area serves origins and destinations within the $\frac{3}{4}$ mile corridor on each side of Route 10. The West ADA paratransit service area boundary includes portions of Anthony Texas and Anthony New Mexico, Westway, the Village of Vinton, and Canutillo and serves Sun Metro’s Westside Transfer Center via the Doniphan Road corridor. The Westside Transfer Center is located at 7535 Remcon Circle, El Paso, TX 79912.

East ADA Paratransit Service Area

The East ADA paratransit service area serves origins and destinations within the $\frac{3}{4}$ mile corridor on each side of Route 20. The East ADA paratransit service area boundary includes portions of Homestead Meadows North and South and serves Sun Metro’s Upper Eastside Transfer Center via the Montana Avenue Corridor. The Upper Eastside Transfer Center is located at 12781 Edgemere Blvd, El Paso, TX 79938.

South ADA Paratransit Service Area

The South ADA paratransit service area serves origins and destinations within the $\frac{3}{4}$ mile corridor on each side of four routes (Route 30, 31, 40, and 50), and fills in “islands” (small area gaps) between each of the routes. The South ADA paratransit service area connects to Sun Metro’s Mission Valley Transfer Center, located at 9065 Alameda Ave, El Paso, TX 79907. The South ADA paratransit service area boundary includes portions of Horizon City, Agua Dulce, Las Colonias, Sparks, Tornillo, Fabens, San Elizario and Socorro; and Mission Del Paso campus of El Paso County Community College.

Fares

The one-way ADA paratransit fare may be no more than twice the full fixed route fare for a similar trip, exclusive of discounts. A rider's personal care attendant (PCA) may not be charged a fare. At least one additional accompanying individual must be permitted to board and can be required to pay the same fare as the rider. If the fixed route system is fare free, the ADA paratransit fare must be free as well [37.131(c)].

ETA Access fares is \$2.50 as compared to EPCT fixed route bus base fare of \$1.50—or twice the full fixed fare. Sun Metro ADA paratransit—LIFT fare is \$2.50. PCAs are not charged a fare, and one additional accompanying individual is permitted at the \$2.50 rate. Additional companions may accompany the ADA-eligible customer on a space-available basis also at the \$2.50 rate each.

Response Time

Transit agencies must schedule and provide paratransit service to any ADA complementary paratransit eligible person at any requested time (on a particular day) in response to a request for service made the previous day (i.e., next-day service). The transit agency must accept reservations during normal business hours on all days preceding a service day. This includes accepting reservations during general weekday business hours on Sundays for Monday service and holidays preceding service days. Reservations may be taken by staff or by mechanical means, such as voicemail or email. [Section 37.131(b)].

ETA Access customers can book reservations for trips on a next day basis and up to seven (7) days in advance. ETA Access reservations will be 8:00 am to 5:00 pm daily.

In addition, ADA paratransit customer service-day calls (e.g., "where's my ride", cancellation calls) will be answered during the same hours as ADA paratransit service hours.

ETA Access customers will be permitted to book subscription trips—as defined as customer trip(s) that occurs at least once a week at the same time(s) and between the same origin and destination.

Trip purpose

ETA Access does not restrict or prioritize ADA paratransit trip requests based on trip purpose—service is provided regardless the nature of the trip.

Capacity Constraints

ADA paratransit capacity generally refers to the ability of the transit agency to meet the demand for trip requests by eligible individuals. The capacity is a factor of vehicle operator and vehicle availability, and also includes operational patterns or practices that significantly limit the availability of service to ADA paratransit eligible persons. Operational problems attributable to causes beyond the control of ETA Access (including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) are excluded in determining whether such a pattern or practice exists.

Section 31.131(f) prohibits limiting the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

- **Restrictions** on the number of trips an individual will be provided (for example, no more than four trips per day) and **waiting lists** for access to the service (e.g. when schedules are full).
- **Significant untimely trip pickups** (and untimely drop-offs FTA ADA Circular Section 8.5.6)
- **Trip denials** (including trips that cannot be scheduled within one hour of the requested pick-up time)
- **Missed trips** (trips that are scheduled, but do not take place due to a fault of the transit agency)
- **Trips with excessive trip lengths** (time on board the vehicle in comparison to the length of a similar trip using the fixed route system)
- **Poor telephone performance** (FTA ADA Circular Section 8.5.6)

Restrictions/ Wait Lists ETA Access shall not restrict the number of trips an ADA paratransit customer will be provided, nor create wait lists for access to service.

Telephone Performance ETA Access shall calculate for each reservation and same-day service calls for each hour, the average hold time, and maximum hold times for each day of the week to monitor and staff appropriately to ensure no patterns of substandard telephone access occur by time of day and day of the week.

- *Reservations.* ETA Access standard for average reservations hold time is below two (2) minutes, and a maximum hold time of five (5) minutes for any given hour.
- *Service-Day Calls.* ETA Access shall calculate for each service hour, the average hold time, and maximum hold times. Because service-day calls are critical to operating on-time/ productive service and avoiding missed trips, the service-day call standards are shorter than reservations calls. ETA Access standard for average service-day hold time is below one (1) minute, and a maximum hold time of two (2) minutes for any given hour (see Table 13).

Trip denials ETA Access shall schedule or negotiate a requested trip time within the allowable one hour before or after the eligible customers requested trip time, and within the customer's practical travel needs (for example negotiate a time after the end of the customers workday). ETA Access goal for trip denials is zero percent of total requested trips and standard for trip denials is no more than 0.1% of trip requests (see Table 13).

On-time performance On-time for trips requested based on pick-up time is defined as a vehicle arriving within the confirmed pick-up window. ETA Access pick-up window is defined as 15 minutes before to 15 minutes after the originally scheduled pick-up time. ETA Access standard for pick-up on-time performance is 90% (see Table 13).

On-time for trips requested based on a drop off time is defined as a vehicle arriving up to 30 minutes before the originally scheduled confirmed drop-off time. ETA Access standard for drop-off on-time performance is 95% (see Table 13).

Missed trips A missed trip is an event where (1) the vehicle never arrives; (2) the vehicle arrives early and departs before the confirmed pick-up window begins; (3) the vehicle arrives on-time or late but departs before the 5-minute driver wait time is over; (4) a driver fails to carry out specific instructions included with the reservation (e.g., a specific building entrance, door-to-door assistance, honk on arrival, etc.), which results in the rider missing their ride; or (5) the vehicle arrives after the confirmed pick-up window and the customer no-shows or cancels-at-door. ETA Access shall track and monitor missed trips to ensure there is no pattern or practice of missed trips. ETA Access missed trip performance standard is no more than 0.5% of total scheduled trips (see Table 13).

Travel times A pattern of excessively long trips is not permitted, per ADA paratransit regulations. To ensure no pattern of excessively long trips, ETA Access staff will compare the scheduled ADA paratransit travel times to those on fixed route service for the same trip, same time, and same day. ETA Access standard for excessively long trips is less than two (2) percent (see Table 10).

Table 10. ADA Paratransit Capacity Constraint Performance Standards

Metric	Standard
Reservations average hold time	Two (2) minutes
Reservations maximum hold time	Five (5) minutes
Service-day call average hold time	One (1) minute
Service-day call maximum hold time	Two (2) minutes
Trip denials	0% goal
On-time pick-up performance	90% or greater
On-time drop-off performance	95% or greater
Missed trip percentage	Less than 0.5%
Excessively long trips	2% or less

Timetable for Implementing ADA Paratransit

Table 11 provides the timetable for implementing ETA Access service to be fully operational July 1, 2024.

Table 11. ETA Access ADA Paratransit Service Timetable

Topic	January	Week of	Week of	Week of	Week of	Week of	Week of	Week of	Week of	Week of	Week of 5- May	Week of 12-May
	2024	5-Feb	12-Feb	19-Feb	26-Feb	Week of 4- Mar	11-Mar	Week of 18-Mar	25-Mar	1-Apr	8-Apr	15-Apr
Access Advisory Committee	Access Advisory Committee Approval and Member Recruitment	AAC Initial Meeting - Frame	AAC Meeting #1	Review By-Laws, ADA Plan TOC, Public Outreach Concept	AAC receives Public Outreach Draft Materials to AAC	AAC Meeting #2 March 22 Present Outreach Materials	AAC receives ADA Plan	AAC Meeting #3 Initial Comment on ADA Plan (4/26/24)				
Develop ADA Paratransit Plan	ADA Paratransit Plan Development	1st Draft ADA Plan Complete	Initial TxDOT Review	Incorporate TxDOT and EPC comments	Revise ADA Plan with exclusion of Route 84 and to add premium service into Sun Metro ADA paratransit service area			Complete 2nd Draft ADA Plan send to EPATS & AAC	EPATS LGC Meets	ADA Plan Posted on Website	Document Public Comments and Incorporate into Plan	EPATS LGC Meets - May 15
Public Outreach Process	Draft Outreach Plan Development			Work on meeting locations & agendas/ Draft Public Outreach Materials/ Website	Send Public Outreach Draft Materials to AAC/ EPATS			Incorporate AAC Feedback on Public Outreach Materials	Produce Final Outreach Materials/ Draft ADA Plan in accessible formats for website and public meetings	Public Meetings April 27, 29, 30 (3 ADA Paratransit Areas)		Public Hearing - 5/22/24 as part of LGC meeting
ADA Paratransit Service					Transdev NTP	Eligibility Sub- Contractor On- Boarded	Technology/ Phone System Setup & Testing	Scheduling/ Control Center Systems Tested	Operator/ Control Center Training Begins			Operations Training
				Hiring Process Begins								

Continued next page

Topic	Week of 19-May	Week of 26-May	Week of 2-Jun	Week of 9-Jun	Week of 16-June		Week of 23-Jun	Service Start August 1, 2024
			AAC Meeting #4 - Final ADA Plan Comment (6/7/24)				AAC Meeting #5 - Review Other: Riders, Guides, etc	
Develop ADA Paratransit Plan		Document Public Comments and Incorporate into Plan	Final Draft ADA Plan Posted to Website		EPATS Approval and Certification		TxDOT ADA Plan Approval	
ADA Paratransit Service	Customer Eligibility Applications Processing Operations Training Continues							Trip Intake (Bookings) Begin Service Start August 1, 2024

Five-Year ADA Paratransit Operating and Capital Budget

Table 12 provides the Five-Year ADA Paratransit Operating and Capital Budget

Table 12. Five-Year ADA Paratransit Operating and Capital Budget

Fiscal Year	Rev. Hrs	Ridership	Variable Cost / Rev. Hr	Total Variable Cost	Fixed Annual Cost	Total Operational Cost	Per-Vehicle Cost	Capital Reserve	Total Cost
2025	23,351	16,260	\$65.00	\$1,520,000	\$696,000	\$2,216,000	\$167,500	\$335,000	\$2,551,000
2026	23,364	27,793	\$66.95	\$1,560,000	\$507,000	\$2,067,000	\$172,525	\$345,000	\$2,412,000
2027	23,364	31,920	\$68.96	\$1,610,000	\$522,000	\$2,132,000	\$177,701	\$355,000	\$2,487,000
2028	23,432	32,785	\$71.03	\$1,660,000	\$538,000	\$2,198,000	\$183,032	\$366,000	\$2,564,000
2029	23,364	33,074	\$73.16	\$1,710,000	\$554,000	\$2,264,000	\$188,523	\$377,000	\$2,641,000

Note: Total variable cost is rounded to the nearest \$10,000. Fixed annual is rounded to the nearest \$1,000. Capital reserve is rounded to the nearest \$1,000. Values in the table do not account for potential increases in costs related to premium service.

V. ADA PARATRANSIT ELIGIBILITY PROCESS

The ADA requires transit providers that provide ADA paratransit to have an eligibility determination process that ensures that eligibility for ADA complementary paratransit service is provided to individuals whose disability prevents them from using the fixed route system [Section 37.125(a)]. Eligibility for paratransit is based on an individual's functional ability, specifically whether they are able to use the fixed route system independently. It is not based on a medical diagnosis or type of disability.

Customer Application and Certification Process

To qualify for ETA Access ADA Paratransit Service, individuals must first apply for eligibility with ETA Access. Eligibility is based on ADA guidelines, and the process determines if an individual is eligible to use ADA paratransit service for some or all trips, or is found ineligible for ADA paratransit service.

Application Process

To apply for ADA Paratransit, an applicant can request an application from ETA Access ADA Paratransit Eligibility Department contacting by:

- In-person at: 700 W. San Francisco, El Paso, TX 79901
- Phone: (915) 247-0505
- TTY: 711
- Website: www.elpasotransportationauthority.org/access
- Email: applyaccess@elpasotransportationauthority.org

The application contains information about "ADA paratransit service, how to apply, what happens when the application is received, when and how the applicant will be notified of eligibility determination, and an explanation of eligibility types. Attachment C provides a copy of the Application. The application is available in English and Spanish. ETA Access can also provide further language assistance upon request. Accessible formats shall also be available for all information about the process, materials necessary to apply for eligibility, notices, and determinations concerning eligibility upon request. Formats include, but are not limited to audio, large print, Braille, electronic files emailed and sign language.

The application is a two-step process to include:

Step 1. Application Submittal

An applicant must first complete a two-part application that contains 1) Applicant Questionnaire, and 2) Physician or Licensed Healthcare Professional Verification (see Attachment C).

- Applicant Questionnaire: The applicant or their designated representative must provide

contact information such as a current home address, telephone number, emergency contact, e-mail, etc. The applicant or their designated representative will also complete the questionnaire that is related to the applicant's functional abilities. The informed consent portion of the questionnaire MUST be signed.

- Professional Verification: A qualified healthcare professional, with specific knowledge of the applicant's disability or medical condition, must complete (and sign) the Professional Verification. The Professional Verification cannot be completed or signed by the applicant.

The qualified licensed professional may be a physician, physical therapist, psychologist, psychiatrist, social worker, counselor from an established agency, or other similar professional. The professional must: 1) Verify that the applicant is an individual who has at least one disability or medical condition; and 2) Specify, from a medical perspective, how the applicant's disability (or disabilities), disabling health condition(s), and any related medications affect the applicant's functional abilities.

The application can be submitted using the following methods:

- Mail to the Eligibility Program at PO Box 920451, El Paso, Tx. 79901
- In person at 700 W. San Francisco, El Paso, Tx. 79901 between Monday through Friday from 8a.m. to 5p.m.

Once the applicant has submitted the application, the applicant can call the Eligibility Program at (915) 247-0505 (voice) or 711 (TTY) to schedule a phone interview.

Incomplete application forms will be returned to applicants.

Step 2. Phone Interview and In-Person Functional Assessment (upon request)

Once the Eligibility Program receives the application, the staff shall review the application for completeness, and (if complete with signature) will conduct the phone interview. The phone interview purpose is to review the application with the applicant to discuss barriers related to the applicant's abilities to ride the fixed route system and provide an introduction to the ETA Access service.

The Eligibility Program at times may also request an in-person functional assessment to obtain more information regarding the application. ETA Access will provide free transportation to and from an In-Person Functional Assessment by calling the Eligibility Program at (915) 247-0505 (voice) or 711 (TTY). Transportation is provided from origin to destination.

The Eligibility Program may contact an applicant's healthcare professional in an attempt to obtain additional information deemed necessary for an eligibility determination. The applicant

may provide any additional information pertaining to the submitted application that may deem necessary during the review process. Translation and language assistance shall be provided, as requested. Eligibility determinations are processed within 21 days of completion of the phone interview, or completion of the in-person functional assessment.

Eligibility Determination

The purpose of ETA Access Eligibility Program is to determine if the applicant can use fixed route transit in his or her own circumstances. The ETA Access Eligibility Program determines an individual's eligibility for ADA paratransit based on review of the information provided in the two-step process—1) Application Submittal and 2) Phone Interview/ In-person Functional Assessment (upon request). ETA Access Eligibility Program staff determine eligibility using the defined ADA (49 CFR Part 37.123) three eligibility categories:

- **A person with a disability who cannot navigate the transit system without assistance.** Referred to by the FTA as Eligibility Category 1, an individual under this category is unable, as the result of a disability, and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities [Section 37.123(e)(1)]. Examples of individuals who would qualify under this category include those with intellectual, cognitive, vision, or psychiatric disabilities who cannot independently navigate the fixed route system for some or all of their trips.
- **A person with a disability who requires an accessible vehicle when one is not available.** Referred to by the FTA as Eligibility Category 2, an individual under this category needs the assistance of a wheelchair lift or other boarding assistance device and is able to use accessible fixed route service, but the available fixed route service is not accessible [Section 37.123(e)(2)].
- **A person with a disability who is unable to reach the transit stop.** Referred to by the FTA as Eligibility Category 3, an individual under this category has a specific impairment-related condition which prevents the individual from traveling to or from a bus stop in the fixed route system [Section 37.123(e)(3)]. The individual's specific impairment-related condition is a key factor. For example, for an individual who uses a wheelchair, a lack of sidewalks or barriers along the sidewalk (such as lack of curb ramps, or an object constraining the width of a sidewalk so as to be impassable) may prevent them from being able to travel to a bus stop. An individual who is unable to be outside in temperature extremes due to their disability may be prevented from traveling to a bus stop during those times of extreme temperatures. An individual with a vision disability may be unable to cross a complex intersection in order to get to or from a bus stop.

Eligibility Types

The Eligibility Program assigns eligibility types based on the applicants' functional abilities. A person may be determined to be unconditionally eligible, conditionally eligible, temporarily

eligible, or ineligible as described in Section 9.3 of the FTA ADA Circular:

- **Unconditional Eligibility** – An individual who is unable to use fixed route transit services under any circumstances requires unconditional eligibility, allowing the individual to make all trips using complementary paratransit.
- **Conditional Eligibility** – An individual may be able to use the fixed route system for some trips. Transit agencies can establish conditional eligibility for those individuals, and would only be obligated to provide complementary paratransit for those trips that the individuals cannot make using fixed route, based on the conditions of the particular trip [Section 37.123(b)].
- **Temporary Eligibility** – Temporary eligibility, for a defined period of time, can be granted to individuals who experience a temporary loss of functional ability that prevents them from using fixed route service [Section 37.123(c)]. For example, an individual may need to undergo two months of treatment for a health condition, resulting in severe fatigue that prevents use of the fixed route service for the duration of the treatment.

An applicant is notified of eligibility by letter. The eligibility decision will be made within 21 days of the date the applicant completed the phone interview, or in-person functional assessment (if requested). If a decision is not made within 21 days, the applicant will be provided ADA paratransit service until a final decision is made.

For applicants determined eligible (unconditional, temporarily, conditionally), a Rider's Guide with information about ETA Access program will be sent. If determined that the applicant is able to use the fixed route bus for some or all trips, the applicant will be notified in writing of the exact reasons for the decision and provide information about how to appeal the decision.

Specifically, the applicant shall receive the following by determination type:

- **If determined unconditionally eligible**, the individual is sent an approval letter (see Attachment D), and is provided an identification card, and a Rider's Guide.
- **If determined temporarily eligible**, the individual is sent an approval letter stating the parameters of temporary eligibility (see Attachment D), and is provided an identification card, and a Rider's Guide. Included in the letter is the process to appeal the decision within (60) days of notification.
- **If determined conditionally eligible**, the individual is sent an approval letter stating the parameters of conditional eligibility (see Attachment D), and is provided an identification card, and a Rider's Guide. Included in the letter is the process to appeal the decision within (60) days of notification.
- **If determined ADA-ineligible**, then the individual is sent a denial letter (see Attachment D). Included in the letter is the process to appeal the decision. All appeals must be made within (60) days of notification.

Eligibility for Children ages 5 and under

Children ages 5 and younger will be considered for ADA paratransit eligibility based on the

functional ability of both the accompanying adult and child (as a team) to use fixed route service. When an eligible child is traveling with an adult (who is serving as a Personal Care Attendant), a fare must be paid for the child and the adult attendant rides free.

Presumptive Eligibility

Applicants who have completed the paratransit eligibility process (with all necessary documentation received), but who have not received communication from ETA Access Eligibility Program within 21 calendar days from the phone interview, or in-person functional assessment, shall automatically receive presumptive eligibility. This entitles the applicant to unconditional eligibility automatically beginning on the 22nd day and provided service until and unless ETA Access denies the application.

Presumptive Eligibility does not apply in cases where additional documentation is requested or when the applicant does not complete the eligibility process.

Recertification of Existing Customers

ADA paratransit certified customers are required to recertify their eligibility every three (3) years or sooner, depending on the type of eligibility granted and potential changes of circumstances. Most passengers will be required to come back to ETA Access to participate in the in-person eligibility review upon the expiration of eligibility. If a passenger's disability or mobility improves to the point where ADA paratransit is no longer needed before recertification, he or she must notify ETA Access.

A paratransit eligibility recertification application will be mailed by ETA Access Eligibility Program approximately 60 days before eligibility expires. Customers should call ETA Access Eligibility Program to schedule their assessment appointment at least 21 calendar days in advance of their eligibility expiration date to avoid an interruption of service.

Passengers who do not complete the recertification process before their eligibility expires may have a lapse in service until an eligibility determination is made. Passengers who choose not to recertify at the time their service expires may still choose to re-apply for the service at any time in the future.

ETA Access reserves the right to review eligibility on an as-needed basis for registered ETA Access customers. This is needed to ensure that registered passengers continue to meet eligibility criteria and to determine if or how the passenger's transportation needs have changed.

Administrative Appeals Process

The U.S. Department of Transportation (U.S. DOT) regulations for implementing the ADA require a public transit agency with ADA paratransit service to have an appeals process as part of its eligibility determination process [49 CFR Part 37, subpart 125(g)].

Eligibility Appeals Policy

If the applicant disagrees with the eligibility determination, the applicant may make a written request for an appeal of the decision. All appeals must be made within (60) days of notification of ineligibility. ETA Access has established an appeal process for a new or recertifying applicant who is 1) denied eligibility, 2) given conditional eligibility, or 3) temporary eligibility.

The provision of ADA paratransit from the time when the appeal is received by ETA Access to the time when a decision on the appeal is made depends on the reason for the appeal:

1. **If a new applicant**, no ADA paratransit will be provided until a decision has been made by the Appeals Committee.
2. **If a currently eligible whose recertification is denied or given conditional or temporary eligibility**, ADA paratransit will be provided until a decision has been made by the Appeals Committee.

Eligibility Appeals Procedures

The following describes the procedures for an applicant to appeal denial of eligibility or a decision of conditional or temporary eligibility:

Step 1. Intent to Appeal Submittal

- The individual appealing must submit an intent to appeal in writing within 60 days of notification of the eligibility determination (in the case of a new applicant), or within 60 days of the date of service suspension (in the case of a recertification). Attachment D provides an example appeals request form.
- The written intent to appeal should be sent:
 - By first class mail to: Attn: El Paso Transportation Authority (ETA), 800 E. Overland Ave. Rm. 200, El Paso, Tx. 79901 or
 - By email to: appeals@elpasotransportationauthority.org
- The written intent to appeal may state the reason(s) for the appeal with optional supporting information that would be helpful for ETA Access to review the appeal.

Step 2. Appeals Hearing

- An Appeals Committee is established to conduct Appeals Hearings that is a three-member committee to include the Chairman of the Access Advisory Committee, the ADA Paratransit General Manager, and the ADA Paratransit Administrator. The Appeals Committee shall schedule an Appeals Hearing within 30 days of the initial appeal.
- The appellant will be notified in writing of the date, time, and location of the Appeals Hearing with an optional invitation to attend or for a representative to attend.
- The appellant may provide before the Hearing or bring to the Hearing any information or evidence, orally or in written form, that supports the appellant's appeal.

Step 3. Decision

The Appeals Committee will make a decision on the appeal within 30 days of the Appeals Hearing and provide the decision and reasons for the decision to the appellant in writing. If a decision on the appeal has not been made within 30 days after the Appeals Hearing, the

appellant will be provided ADA paratransit service until a final decision is made. All decisions made by the Appeals Committee are considered final.

Documentation related to the appeal and its outcome will be retained for a period of three years, with a record in summary form kept for five years.

Visitor Policy

For purposes of this section, a visitor is an individual with disabilities who does not reside in the jurisdiction served by ETA Access or by Sun Metro with which ETA Access coordinates complementary paratransit service within the El Paso County region.

ADA complementary paratransit service must be made available to visitors on the same basis as it is provided to eligible riders. "On the same basis" means under all the same conditions, service criteria, etc., without distinction. For the period of a visit [and at least 21 days in any 365-day period, per 49 CFR Section 37.127(e)], the visitor is treated exactly like an eligible local user, without any higher priority being given to either.

Visitor Documentation

Visitors can provide documentation in one of two ways.

1. The visitor presents to ETA Access Eligibility Program documentation (e.g. ADA Paratransit ID Card, certification letter) from the visitor's "home" jurisdiction of ADA paratransit eligibility. ETA Access will give "full faith and credit" to the visitor's ID card or other documentation from the other entity.
2. If the visitor cannot provide documentation of eligibility from the visitor's home jurisdiction, the visitor can provide proof of visitor status (i.e., proof of residence somewhere else) and proof of the disability (e.g., a letter from a doctor or rehabilitation professional). Once this documentation is presented and is satisfactory, ETA Access will make service available on the basis of the individual's statement that they are unable to use the fixed route transit system.

ETA Access shall accept documentation directly from the individual and not require that the documentation be provided directly from the individual's home transit agency.

ETA Access shall enter the visitor into the ADA paratransit system the same day, or not more than one day after presenting documentation. ETA Access shall provide ADA complementary paratransit service to visitors on the same basis as the service provided to local residents.

Visitor Service Availability

ETA Access shall make the ADA paratransit service to a visitor available for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service during such 365-day period. In no case shall ETA Access require a visitor to apply for or receive eligibility certification from ETA Access before receiving the ADA paratransit service.

VI. PUBLIC PARTICIPATION PLAN

El Paso County in partnership with EPATS developed and implemented the public participation plan with the focus to provide meaningful opportunities for individuals with disabilities and groups representing individuals with disabilities to be consulted with and to have input into the development of the ADA paratransit plan, and to provide an on-going mechanism for the participation of individuals with disabilities in the continued development and assessment of services to persons with disabilities. Specifically federal administrative law 49 CFR 37 Subpart F, § 37.137 Paratransit plan development, b. Public participation affirms that the development of the paratransit plan includes at least the following:

- “(1) **Outreach.** Each submitting entity shall solicit participation in the development of its plan by the widest range of persons anticipated to use its paratransit service.”
- “(2) **Consultation with individuals with disabilities.** Each entity shall contact individuals with disabilities and groups representing them in the community. Consultation shall begin at an early stage in the plan development and should involve persons with disabilities in all phases of plan development.”
- “(3) **Opportunity for public comment.** The submitting entity shall make its plan available for review before the plan is finalized. In making the plan available for public review, the entity shall ensure that the plan is available upon request in accessible formats.”
- “(4) **Public hearing.** The entity shall sponsor at a minimum one public hearing and shall provide adequate notice of the hearing, including advertisement in appropriate media, such as newspapers of general and special interest circulation and radio announcements.”
- Also required in § 37.137 Paratransit plan development, c. **Ongoing requirement.** “an ongoing mechanism for participation of individuals with disabilities in the continued development and assessment of services to persons with disabilities.”

This section outlines the activities of the public participation plan to engage and solicit input from the widest range of individuals who would likely use ADA paratransit service and the organizations that represent them to meet the law. A description of the public participation process is provided to include development of an Access Advisory Committee, public outreach meetings, public hearing, accessible materials, and documentation and incorporation of public comment. Attachment E provides the organizations along with their areas of representation that were contacted for public participation in the ADA paratransit planning process.

Access Advisory Committee

In keeping with the federal regulations to provide consultation with individuals with disabilities and groups representing them in the community, and an “ongoing mechanism” that provides for the participation of people with disabilities in the continued development and assessment of services, an ongoing Access Advisory Committee was established.

The Access Advisory Committee (AAC) was approved by the EPATS Board on January 17, 2024 to provide input and insight into the plan development, provide guidance and support on public outreach activities and provide an ongoing mechanism in the continued development and assessment of transit services for individuals with disabilities. The AAC serves as a sounding board as policies are developed and service qualifications are determined.

Recruitment for AAC members was initiated on December 22, 2023. An invitation letter and simple application form, in English and Spanish, were created to allow agencies and individuals to indicate interest (see Attachment F). Stakeholder groups considered essential for the public outreach process and referenced in federal administrative law (49 CFR 37 Subpart F) include:

- Individuals with disabilities
- Groups representing individuals with disabilities in the community.

A maximum of nine (9) members are to serve on the AAC. The individuals may have a disability or disabilities, or they may represent groups that serve individuals with disabilities. The initial selection of nine (9) AAC members was finalized on March 22, 2024.

AAC meetings were conducted from February 15, 2024 and throughout plan creation and adoption. The AAC met approximately once a month for six months (until the ADA paratransit plan was adopted to provide input on the public participation process, and to provide review and comment on the ADA Paratransit Plan. Attachment G provides the AAC meeting agendas. The AAC met 5 times on the following dates prior to the ADA Plan final approval and submittal:

- February 15, 2024
- March 1, 2024
- March 22, 2024
- April 26, 2024
- June 7, 2024, plan approval

The AAC continued meeting to provide input on complementary materials such as the Riders' Guide.

Public Outreach Meetings

With consultation and input from the AAC, a draft ADA paratransit plan was developed for review and comment by the public. The plan was provided in English, Spanish, and in a reader-accessible format. Input was collected, documented and responded to in a manner that allows equitable participation by anyone who wished to do so.

Five in-person and one virtual public meetings were held and advertised via email, list serves, flyers and other means suggested by the AAC. Public meetings were held on the following dates, times and locations:

- East Zone:
 - Mountain View High School, 14964 Greg Drive (moved to East Montana Middle School on the day of the meeting due to an event at the high school)
 - Bus: Route 20
 - Saturday, 4/27/24, 8:30 A.M. to 11:30 A.M.
- South Zone:
 - El Paso Community College Mission del Paso Campus, 10700 Gateway Boulevard East
 - Bus: Routes 84 and 31
 - Monday, 4/29/24, 9:00 A.M. to 11:00 A.M., 2:00 P.M. to 4:00 P.M., and 6:00 P.M. to 8:00 P.M.
- West Zone:
 - El Paso Community College Northwest Campus, 67701 S. Desert Blvd.
 - Bus: Route 90
 - Tuesday, 4/30/24, 6:00 P.M. to 8:00 P.M.

Additionally, a virtual meeting was held on Tuesday, 4/30/24 from 10 A.M. to 12 noon and held via Microsoft Teams

The public meeting locations were held within each of the three ADA paratransit service areas at different times of day to gain maximum opportunity for participation. Each location is within the vicinity of and accessible by current fixed route service. The meeting facilities at each location are ADA accessible. Alternative means of transportation for individuals unable to use the fixed route service were offered and provided upon request.

The public meetings were conducted in English and Spanish translation headsets were available. Student workers, volunteers from local agencies and advocacy groups were also present and available to aid participants that require additional help. American Sign Language (ASL) interpreters, braille and large font format of materials were also available.

During the public meetings a PowerPoint (PPT) presentation was given that outlined, in plain language, the plans for ADA paratransit service in El Paso County. The presentation included an explanation of why participants' input is important and how it will be used in the final plan. In addition to the presentation, outreach materials were developed and provided at the meetings. A feedback booklet was developed to collect feedback that was provided in accessible formats. Additionally, comment cards and large format notes were available for attendees to provide feedback.

In addition to the in person public meetings, a virtual public meeting was also developed to allow the public to review materials and provide feedback at a time that is more convenient for them. The materials developed for the public meetings were made available online at the El Paso Area Transportation Services, LGC webpage. A recorded version of the PPT presentation,

including transcription was available for viewing. A form was created to mimic the prompt questions at the public meeting to allow for freeform comments and the webpage included a link to the short survey. Attachment H provides the public meeting materials.

Accessible Outreach Materials

Several forms of outreach materials were created to help communicate about the ADA paratransit plan. These materials are intended for a lay audience and use plain language for easy comprehension. The materials were provided in English and Spanish. In all cases the materials conformed to the latest ADA 508 compliance standards. Having these materials available online and in print allowed users to interact in ways that are most comfortable for each individual. Outreach materials included:

- Public meeting notices (Flyers, advertisements, social media posts, sample emails, etc. were made available for AAC members to use for distribution to their networks. Materials were available online.)
- Public meeting materials, including but not limited to:
 - ADA paratransit plan
 - Service maps
 - Eligibility requirements/application
 - Fare schedules
 - Short questionnaire
 - Comment cards

Working with local agency partners, the project team looked for opportunities to make residents aware of the ADA paratransit plan and solicit input on the plan. For example, local agencies included a link to the draft plan in monthly newsletters or other client communications, e.g. email and/or listservs. Healthcare and social service agencies posted flyers about the public meetings and the virtual opportunity.

Public Hearing

Following the public meetings, a formal public hearing was conducted on May 22, 2024, as part of the EPATS, LGC board meeting. The public hearing format complied with the rules set forth for public hearings at El Paso County Commissioners Court. Translation services were available at the public hearing.

Documentation and Incorporation of Public Comments

Upon completion of the public meetings and public hearing, input from all sources was compiled and documented including feedback received from the website. Comments were summarized and issues categorized, including how the comments were addressed or why they were not addressed. The draft ADA paratransit plan was updated to reflect the public input. A final draft of the ADA paratransit plan is available on the website www.elpasotransportationauthority.org/access. Attachment I provides the public comment summary and disposition of each comment.

VII. EXISTING SERVICES SURVEY & COORDINATION EFFORTS

Section VII provides results of transportation provider inventory within the ETA Access service area and describes coordination efforts with Sun Metro (large urban public transit agency that provides ADA paratransit that has contiguous service area).

Inventory of Existing Services

The inventory of existing transportation services (public or private) provides paratransit or other special transportation services for ADA paratransit eligible individuals within the ETA Access service area (see Table 13). The inventory was completed using a variety of resources to include:

- Section 5310 Enhanced Mobility for Seniors and Persons with Disabilities funding recipients
- 2022 West Texas El Paso Health and Human Service Transportation Plan
- Texas Non-emergency Medical Transportation web site
- Project Amistad's Aging Disability & Transportation Resource Center's Resource Directory

Table 13. Transportation Providers Within ADA Paratransit Service Area—Inventory Results

Transportation Providers within EPCT ADA Paratransit Service Area
Amistad - Amistad provides several social service programs that include transportation, guardianship, veterans' programs, employment, family counseling, utility assistance, referral services, money management, and other social services. https://projectamistad.org/adtrc/
Access2Care - Broker for Medicaid Non-emergency Medical Transportation providers
El Paso VA Health Care Center - Disabled American Veterans (DAV). Provides free van rides to and from VA El Paso Healthcare (ambulatory).
Vet Ride - VA Transportation Service. https://www.vetride.va.gov/app/home
Bienvivir - operates an all-inclusive community-based health-care program established to serve frail and elderly persons in El Paso County. It serves persons who are Medicaid and Medicare eligible and offers comprehensive health services at its three facilities. It operates seven days a week and provides door-to-door transportation to its members.
Project BRAVO, the El Paso Community Action Program - offers COVID-19 relief, weatherization, housing programs, adult basic education, patient assistance, and a myriad of community services for low-income families. Project BRAVO was established in 1965 and serves El Paso County.
Rio Grande AAA - serves individuals 60 years of age and older and their families living in the same counties that makeup the WTEP region (El Paso, Hudspeth, Culberson, Jeff Davis, Presidio and Brewster). AAA contracts with various nonprofits to provide an array of social services and monitors their delivery of services to ensure they comply with the contract requirements
Centro de Salud Familiar La Fe, Inc. (El Paso) – Section 5310 fund recipient
Good Samaritan Society White Acres (El Paso) – Section 5310 fund recipient
Nazareth Hall Nursing Center (El Paso) – Section 5310 fund recipient

Coordination Efforts

As provided in Section 37.131, transit providers are encouraged to coordinate "to prevent political

boundaries from becoming barriers to the travel of individuals with disabilities.” The FTA states that where coordination exists “citizens benefit from more extensive service, lower costs and easier access to transportation. Coordination can improve overall mobility within a community.”

The FTA requires that ADA paratransit plans include efforts to coordinate service with other entities which have overlapping or contiguous service areas or jurisdictions. FTA encourages transit agencies with contiguous service areas or serving a defined region to coordinate eligibility determinations to facilitate regional travel.

EPATS, LGC was created for the purpose of encouraging and assisting local units of government to join and cooperate to provide regional multimodal transportation solutions.

EPATS coordination efforts include the following:

ADA Paratransit Travel Between Jurisdictions

EPATS recognizes that providing cross-jurisdictional service prevents barriers to the travel of individuals with disabilities. ETA Access will provide upon request premium service outside of the ETA Access service area to provide round trip travel from the ETA Access service area to the Sun Metro ADA paratransit required service area.

ETA Access will provide Sun Metro LIFT customers service from 3 transit centers into the ETA Access service area and back to destinations within Sun Metro ADA paratransit required service area.

ADA Paratransit Eligibility Recognition Across Jurisdictions

EPATS will recognize Sun Metro ADA Paratransit eligible customers as automatically eligible for EPATS ADA paratransit service.

VIII. AUTHORIZING RESOLUTION

A RESOLUTION OF THE EL PASO AREA TRANSPORTATION SERVICES, LOCAL GOVERNMENT CORPORATION ("EPATS") APPROVING AND ADOPTING THE ADA PARATRANSIT PLAN

WHEREAS, the County of El Paso, Texas ("County") provides a Fixed Route Service and a Paratransit Service within its jurisdiction; and

WHEREAS, the County was instrumental in the creation of EPATS a local government corporation organized and existing for the purpose of encouraging and assisting local units of government to join and cooperate with one another to provide and deliver regional multimodal transportation services; and

WHEREAS, the El Paso Area Transportation Services, Local Government Corporation (EPATS, LGC) was established in 2021 by El Paso County for the administration of transit operations outside the City of El Paso limits; and

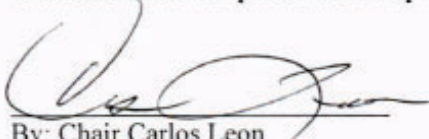
WHEREAS, the County is a member of EPATS and has delegated to EPATS certain policy and operations decision-making authority over the County's Fixed Route Service and Paratransit Service, including the El Paso Transportation Authority ("ETA") with six fixed-routes in El Paso County; and

WHEREAS, as a recipient of federal funding, El Paso County complies with the requirements of 49 CFR Part 37, as amended, including the requirement to submit a paratransit plan for compliance with the provision of a Paratransit Service that is complementary to its Fixed Route Service; and

WHEREAS, on June 18, 2024, a majority of the EPATS Board of Directors was present and constituted a quorum, and at the duly noticed open meeting, the Board of Directors considered, discussed, and voted unanimously in favor of approving and adopting the El Paso County ADA Paratransit Plan.

NOW THEREFORE BE IT RESOLVED THAT, the El Paso Area Transportation Services, Local Government Corporation hereby approves and adopts the ETA ADA Paratransit Plan effective as of June 18, 2024 and to be used for guidance in the administration and operation of the Paratransit Service.

This Resolution was passed and adopted by the EPATS, LGC Board this 27th day of August 2024



By: Chair Carlos Leon
EPATS, LGC Board Chair

ATTEST:



By: Annette Gutierrez
EPATS, LGC Board Secretary

APPROVED AS TO FORM:



Sergio M. Estrada
Legal Counsel

IX. ATTACHMENTS

ATTACHMENT A.	EPCT Fixed Route Schedules
ATTACHMENT B.	Potential Destinations by ADA Paratransit Zone
ATTACHMENT C.	ADA Paratransit Application
ATTACHMENT D.	Eligibility Determination Letters & Appeal Request Form
ATTACHMENT E.	Organizations Contacted for Public Outreach
ATTACHMENT F.	Access Advisory Committee Application
ATTACHMENT G.	Access Advisory Committee Agendas
ATTACHMENT H	Public Outreach Materials
ATTACHMENT I.	Public Comment Summary and Disposition

Attachment A. EPATS FIXED ROUTE SCHEDULES

- #10 Anthony/ Canutillo
- #20 Montana Vista
- #30 Horizon
- #31 Eastlake
- #40 Fabens/ Tornillo
- #50 Mission Trail

#10 Anthony/Canutillo

Effective October 1, 2022
Weekday & Saturday Schedule
No Sunday or Holiday Service
Fare \$1.50 each way

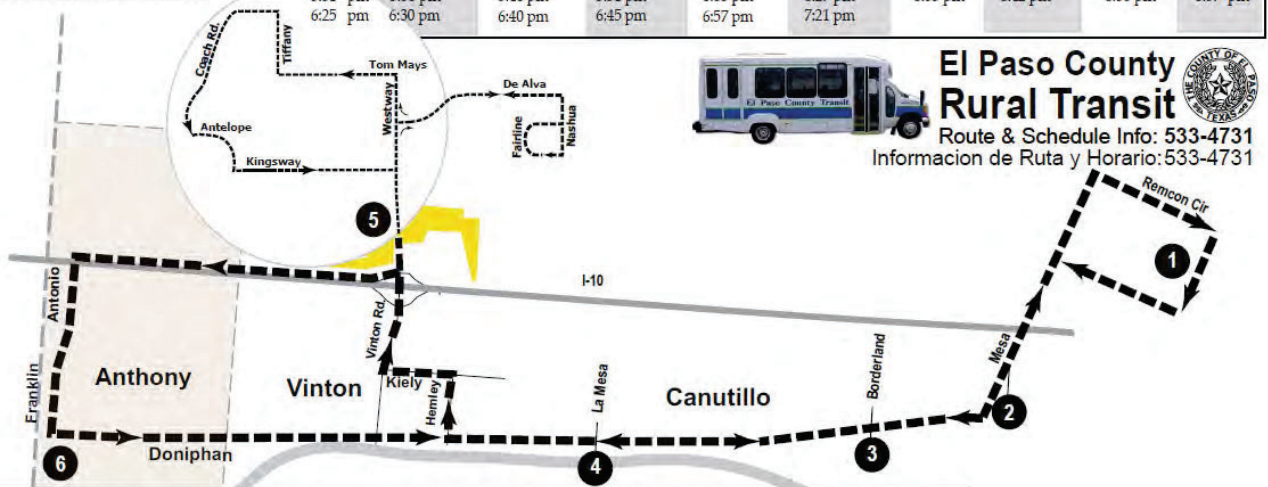
Change is given as credit in the form of a bus ticket; the new farebox machines will NOT give monetary change.

Efectivo Octubre 1, 2022
Horario durante la semana y el sábado.
No hay servicio ni el domingo ni días festivos.

Costo \$1.50 cada trayecto.

El cambio se da como crédito en forma de boleto de autobús; las nuevas máquinas expendedoras de billetes NO darán cambio monetario.

MORNING (Mañana)									
1	2	3	4	5	6	4	3	2	1
Westside Terminal	Mesa Doniphan	Doniphan Borderland	La Mesa Doniphan	Westway DeAlva	Franklin Doniphan	La Mesa Doniphan	Doniphan Borderland	Mesa Doniphan	Westside Terminal
6:17 am	6:22 am	6:32 am	6:37 am	6:49 am	5:42 am	5:50 am	5:57 am	6:05 am	6:12 am
7:00 am	7:05 am	7:15 am	7:20 am	7:32 am	7:13 am	7:21 am	7:28 am	7:36 am	7:43 am
7:48 am	7:53 am	8:03 am	8:08 am	8:20 am	7:56 am	8:04 am	8:11 am	8:19 am	8:26 am
8:31 am	8:36 am	8:46 am	8:51 am	9:03 am	8:44 am	8:52 am	8:59 am	9:07 am	9:14 am
9:19 am	9:24 am	9:34 am	9:39 am	9:51 am	9:27 am	9:35 am	9:42 am	9:50 am	9:57 am
10:50 am	10:55 am	11:05 am	11:10 am	11:22 am	10:15 am	10:23 am	10:30 am	10:38 am	10:45 am
					11:46 am	11:54 am	12:01 pm	12:09 pm	12:16 pm
AFTERNOON (Tarde)									
1	2	3	4	5	6	4	3	2	1
Westside Terminal	Mesa Doniphan	Doniphan Borderland	La Mesa Doniphan	Westway DeAlva	Franklin Doniphan	La Mesa Doniphan	Doniphan Borderland	Mesa Doniphan	Westside Terminal
12:21 pm	12:26 pm	12:36 pm	12:41 pm	12:53 pm	1:17 pm	1:25 pm	1:32 pm	1:40 pm	1:47 pm
1:52 pm	1:57 pm	2:07 pm	2:12 pm	2:24 pm	2:48 pm	2:56 pm	3:03 pm	3:11 pm	3:18 pm
3:23 pm	3:28 pm	3:38 pm	3:43 pm	3:55 pm	4:19 pm	4:27 pm	4:34 pm	4:42 pm	4:49 pm
4:00 pm	4:05 pm	4:15 pm	4:20 pm	4:32 pm	4:56 pm	5:04 pm	5:11 pm	5:19 pm	5:26 pm
4:54 pm	4:59 pm	5:09 pm	5:14 pm	5:26 pm	5:50 pm	5:58 pm	6:05 pm	6:13 pm	6:20 pm
5:31 pm	5:36 pm	5:46 pm	5:51 pm	6:03 pm	6:27 pm	6:35 pm	6:42 pm	6:50 pm	6:57 pm
6:25 pm	6:30 pm	6:40 pm	6:45 pm	6:57 pm	7:21 pm				



El Paso County Rural Transit
Route & Schedule Info: 533-4731
Información de Ruta y Horario: 533-4731

Catching the Bus - Passengers can board the bus at locations listed on this public timetable or by flagging the bus at other locations along the route with adequate shoulder space for buses to safely pull off the road.

Tomando el autobús - Los pasajeros pueden abordar el autobús en los lugares indicados en este calendario público o marcando el autobús en otros lugares a lo largo de la ruta con el espacio adecuado para los autobuses del hombro para tirar de forma segura del camino.

1	2	3	4	5	6	7	8	9	10	11	12
Upper East Side Transit Center	Montana Terra Vista	Montana Las Cruces	Montana Street Meadows	O'Leary Debra Kay	O'Leary Cactus Blossom	Deerfield Grog	Montana Desert Meadows	Square Dance	Montana Terra Vista	Upper East Side Transit Center	
Monday to Friday / Lunes a Viernes											
6:50 AM	6:55 AM	7:00 AM	7:05 AM	7:10 AM	7:15 AM	7:20 AM	7:25 AM	7:30 AM	7:35 AM	7:40 AM	7:45 AM
8:25 AM	8:30 AM	8:35 AM	8:40 AM	8:45 AM	8:50 AM	8:55 AM	9:00 AM	9:05 AM	9:10 AM	9:15 AM	9:20 AM
9:20 AM	9:25 AM	9:30 AM	9:35 AM	9:40 AM	9:45 AM	9:50 AM	9:55 AM	10:00 AM	10:05 AM	10:10 AM	10:15 AM
10:00 AM	10:05 AM	10:10 AM	10:15 AM	10:20 AM	10:25 AM	10:30 AM	10:35 AM	10:40 AM	10:45 AM	10:50 AM	10:55 AM
10:55 AM	11:00 AM	11:05 AM	11:10 AM	11:15 AM	11:20 AM	11:25 AM	11:30 AM	11:35 AM	11:40 AM	11:45 AM	11:50 AM
11:55 AM	12:00 PM	12:05 PM	12:10 PM	12:15 PM	12:20 PM	12:25 PM	12:30 PM	12:35 PM	12:40 PM	12:45 PM	12:50 PM
12:55 PM	1:00 PM	1:05 PM	1:10 PM	1:15 PM	1:20 PM	1:25 PM	1:30 PM	1:35 PM	1:40 PM	1:45 PM	1:50 PM
1:55 PM	2:00 PM	2:05 PM	2:10 PM	2:15 PM	2:20 PM	2:25 PM	2:30 PM	2:35 PM	2:40 PM	2:45 PM	2:50 PM
2:55 PM	3:00 PM	3:05 PM	3:10 PM	3:15 PM	3:20 PM	3:25 PM	3:30 PM	3:35 PM	3:40 PM	3:45 PM	3:50 PM
3:55 PM	4:00 PM	4:05 PM	4:10 PM	4:15 PM	4:20 PM	4:25 PM	4:30 PM	4:35 PM	4:40 PM	4:45 PM	4:50 PM
4:55 PM	5:00 PM	5:05 PM	5:10 PM	5:15 PM	5:20 PM	5:25 PM	5:30 PM	5:35 PM	5:40 PM	5:45 PM	5:50 PM
5:55 PM	6:00 PM	6:05 PM	6:10 PM	6:15 PM	6:20 PM	6:25 PM	6:30 PM	6:35 PM	6:40 PM	6:45 PM	6:50 PM
6:50 PM	6:55 PM	7:00 PM	7:05 PM	7:10 PM	7:15 PM	7:20 PM	7:25 PM	7:30 PM	7:35 PM	7:40 PM	7:45 PM
Saturday & Sunday Service / Sabado a Domingo											
8:20 AM	8:25 AM	8:30 AM	8:35 AM	8:40 AM	8:45 AM	8:50 AM	8:55 AM	9:00 AM	9:05 AM	9:10 AM	9:15 AM
9:55 AM	10:00 AM	10:05 AM	10:10 AM	10:15 AM	10:20 AM	10:25 AM	10:30 AM	10:35 AM	10:40 AM	10:45 AM	10:50 AM
11:30 AM	11:35 AM	11:40 AM	11:45 AM	11:50 AM	11:55 AM	12:00 PM	12:05 PM	12:10 PM	12:15 PM	12:20 PM	12:25 PM
1:05 PM	1:10 PM	1:15 PM	1:20 PM	1:25 PM	1:30 PM	1:35 PM	1:40 PM	1:45 PM	1:50 PM	1:55 PM	2:00 PM
2:40 PM	2:45 PM	2:50 PM	2:55 PM	3:00 PM	3:05 PM	3:10 PM	3:15 PM	3:20 PM	3:25 PM	3:30 PM	3:35 PM

No Holiday Service: Fare is \$1.50 each way. Change is given in the form of a bus ticket, only. Monthly Pass can be purchased at the farebox inside the County Buses.
 No hay servicio en días festivos: Costo \$1.50 cada trayecto pago exacto requerido, no se regresará cambio. Ya se puede comprar el pase mensual dentro de los camiones.

Effective Date / Fecha Efectiva:
 June 1, 2023



Route 20 / Montana Vista



El Paso County Transit
 Route & Schedule Info: 915-533-4731



How a "Flag Stop" System Works - Passengers can board the bus at any point along the route by flagging down the bus driver, as long as there's sufficient space for the bus to safely pull over on the side of the road. Additionally, passengers can board at any time stop location listed in the schedule above, seen as orange numbered dots on the map listed as time reference points.

Tomando el autobús - Los pasajeros pueden abordar el autobús en cualquier punto a lo largo de la ruta levantando su brazo para detener el chofer, siempre y cuando el espacio adecuado para los autobuses. Los puntos naranja sirven como referencia de tiempo.



El Paso County Transit

Route & Schedule Info: 915-533-4731

Route 30 / Horizon



Find us at:

<https://www.facebook.com/epcountytansit>

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Mission Valley Transfer station	Alameda Horizon	Horizon Stockyard	Bret Harte Peyton	Horizon Derrington	Derrington Desierto Lindo	Col. Mohrnes Col. Camps	Derrington Desierto Lindo	Horizon Derrington	Bret Harte Peyton	Horizon Stockyard	Alameda Horizon	Mission Valley Transfer station		
Monday to Friday / Lunes a Viernes														
5:30 AM	5:40 AM	5:47 AM	5:55 AM	6:05 AM	6:10 AM	6:20 AM	6:30 AM	6:35 AM	6:45 AM	6:53 AM	7:00 AM	7:10 AM		
6:20 AM	6:30 AM	6:37 AM	6:45 AM	6:55 AM	7:00 AM	7:10 AM	7:20 AM	7:25 AM	7:35 AM	7:43 AM	7:50 AM	8:00 AM		
7:15 AM	7:25 AM	7:32 AM	7:40 AM	7:50 AM	7:55 AM	8:05 AM	8:15 AM	8:20 AM	8:30 AM	8:38 AM	8:45 AM	8:55 AM		
8:05 AM	8:15 AM	8:22 AM	8:30 AM	8:40 AM	8:45 AM	8:55 AM	9:05 AM	9:10 AM	9:20 AM	9:28 AM	9:35 AM	9:45 AM		
9:00 AM	9:10 AM	9:17 AM	9:25 AM	9:35 AM	9:40 AM	9:50 AM	10:00 AM	10:05 AM	10:15 AM	10:23 AM	10:30 AM	10:40 AM		
9:50 AM	10:00 AM	10:07 AM	10:15 AM	10:25 AM	10:30 AM	10:40 AM	10:50 AM	10:55 AM	11:05 AM	11:13 AM	11:20 AM	11:30 AM		
10:45 AM	10:55 AM	11:02 AM	11:10 AM	11:20 AM	11:25 AM	11:35 AM	11:45 AM	11:50 AM	12:00 PM	12:08 PM	12:15 PM	12:25 PM		
11:35 AM	11:45 AM	11:52 AM	12:00 PM	12:10 PM	12:15 PM	12:25 PM	12:35 PM	12:40 PM	12:50 PM	12:58 PM	1:05 PM	1:15 PM		
12:30 PM	12:40 PM	12:47 PM	12:55 PM	1:05 PM	1:10 PM	1:20 PM	1:30 PM	1:35 PM	1:45 PM	1:53 PM	2:00 PM	2:10 PM		
1:20 PM	1:30 PM	1:37 PM	1:45 PM	1:55 PM	2:00 PM	2:10 PM	2:20 PM	2:25 PM	2:35 PM	2:43 PM	2:50 PM	3:00 PM		
2:15 PM	2:25 PM	2:32 PM	2:40 PM	2:50 PM	2:55 PM	3:05 PM	3:15 PM	3:20 PM	3:30 PM	3:38 PM	3:45 PM	3:55 PM		
3:05 PM	3:15 PM	3:22 PM	3:30 PM	3:40 PM	3:45 PM	3:55 PM	4:05 PM	4:10 PM	4:20 PM	4:28 PM	4:35 PM	4:45 PM		
4:00 PM	4:10 PM	4:17 PM	4:25 PM	4:35 PM	4:40 PM	4:50 PM	5:00 PM	5:05 PM	5:15 PM	5:23 PM	5:30 PM	5:40 PM		
4:50 PM	5:00 PM	5:07 PM	5:15 PM	5:25 PM	5:30 PM	5:40 PM	5:50 PM	5:55 PM	6:05 PM	6:13 PM	6:20 PM	6:30 PM		
5:45 PM	5:55 PM	6:02 PM	6:10 PM	6:20 PM	6:25 PM	6:35 PM	6:45 PM	6:50 PM	7:00 PM	7:08 PM	7:15 PM	7:25 PM		

Saturday & Sunday Service / Sabado a Domingo														
8:00 AM	8:10 AM	8:17 AM	8:25 AM	8:35 AM	8:40 AM	8:50 AM	9:00 AM	9:05 AM	9:15 AM	9:23 AM	9:30 AM	9:40 AM		
9:45 AM	9:55 AM	10:02 AM	10:10 AM	10:20 AM	10:25 AM	10:35 AM	10:45 AM	10:50 AM	11:00 AM	11:08 AM	11:15 AM	11:25 AM		
11:30 AM	11:40 AM	11:47 AM	11:55 AM	12:05 PM	12:10 PM	12:20 PM	12:30 PM	12:35 PM	12:45 PM	12:53 PM	1:00 PM	1:10 PM		
1:15 PM	1:25 PM	1:32 PM	1:40 PM	1:50 PM	1:55 PM	2:05 PM	2:15 PM	2:20 PM	2:30 PM	2:38 PM	2:45 PM	2:55 PM		
3:00 PM	3:10 PM	3:17 PM	3:25 PM	3:35 PM	3:40 PM	3:50 PM	4:00 PM	4:05 PM	4:15 PM	4:23 PM	4:30 PM	4:40 PM		

No Holiday Service; Fare is \$1.50 each way. Change Given in a bus ticket form only. Monthly Pass can be purchase at the bus. Effective November 1st, 2022.
No hay servicio en días festivos; Costo \$1.50 cada trayecto. Cambio se regresara en forma de boleto. Pasaje mensual se puede comprar en los camiones. Efectivo Noviembre 1, 2022.

How a "Flag Stop" System Works - Passengers can board the bus at any point along the route by flagging down the bus driver, as long as there's sufficient space for the bus to safely pull over on the side of the road. Additionally passengers can board at any time stop location listed in the schedule above, seen as orange numbered dots on the map (used as time reference points).

Tomando el autobus - Los pasajeros pueden abordar el autobus en cualquier punto a lo largo de la ruta levantando su brazo para detener el chofer, siempre y cuando el espacio adecuado para los autobuses. Los puntos naranjas sirven como referencia de tiempo.

1	2	3	4	5	6	7	6	5	4	3	2	1
Mission Valley Transfer station	EPCC Mission	Amazon	Eastlake Payton	Eastlake Darrington	Horizon Darrington	Ascension Laguna Azul	Horizon Darrington	Eastlake Darrington	Eastlake Payton	Amazon	EPCC Mission	Mission Valley Transfer station
Monday to Friday / Lunes a Viernes												
5:00 AM	5:15 AM	5:25 AM	5:30 AM	5:35 AM	5:40 AM	5:55 AM	6:10 AM	6:15 AM	6:20 AM	6:25 AM	6:35 AM	6:50 AM
5:55 AM	6:10 AM	6:20 AM	6:25 AM	6:30 AM	6:35 AM	6:50 AM	7:05 AM	7:10 AM	7:15 AM	7:20 AM	7:30 AM	7:45 AM
6:55 AM	7:10 AM	7:20 AM	7:25 AM	7:30 AM	7:35 AM	7:50 AM	8:05 AM	8:10 AM	8:15 AM	8:20 AM	8:30 AM	8:45 AM
7:50 AM	8:05 AM	8:15 AM	8:20 AM	8:25 AM	8:30 AM	8:45 AM	9:00 AM	9:05 AM	9:10 AM	9:15 AM	9:25 AM	9:40 AM
8:50 AM	9:05 AM	9:15 AM	9:20 AM	9:25 AM	9:30 AM	9:45 AM	10:00 AM	10:05 AM	10:10 AM	10:15 AM	10:25 AM	10:40 AM
9:45 AM	10:00 AM	10:10 AM	10:15 AM	10:20 AM	10:25 AM	10:40 AM	10:55 AM	11:00 AM	11:05 AM	11:10 AM	11:20 AM	11:35 AM
10:45 AM	11:00 AM	11:10 AM	11:15 AM	11:20 AM	11:25 AM	11:40 AM	11:55 AM	12:00 PM	12:05 PM	12:10 PM	12:20 PM	12:35 PM
11:40 AM	11:55 AM	12:05 PM	12:10 PM	12:15 PM	12:20 PM	12:35 PM	12:50 PM	12:55 PM	1:00 PM	1:05 PM	1:15 PM	1:30 PM
12:40 PM	12:55 PM	1:05 PM	1:10 PM	1:15 PM	1:20 PM	1:35 PM	1:50 PM	1:55 PM	2:00 PM	2:05 PM	2:15 PM	2:30 PM
1:35 PM	1:50 PM	2:00 PM	2:05 PM	2:10 PM	2:15 PM	2:30 PM	2:45 PM	2:50 PM	2:55 PM	3:00 PM	3:10 PM	3:25 PM
2:35 PM	2:50 PM	3:00 PM	3:05 PM	3:10 PM	3:15 PM	3:30 PM	3:45 PM	3:50 PM	3:55 PM	4:00 PM	4:10 PM	4:25 PM
3:30 PM	3:45 PM	3:55 PM	4:00 PM	4:05 PM	4:10 PM	4:25 PM	4:40 PM	4:45 PM	4:50 PM	4:55 PM	5:05 PM	5:20 PM
4:30 PM	4:45 PM	4:55 PM	5:00 PM	5:05 PM	5:10 PM	5:25 PM	5:40 PM	5:45 PM	5:50 PM	5:55 PM	6:05 PM	6:20 PM
5:25 PM	5:40 PM	5:50 PM	5:55 PM	6:00 PM	6:05 PM	6:20 PM	6:35 PM	6:40 PM	6:45 PM	6:50 PM	7:00 PM	7:15 PM
6:25 PM	6:40 PM	6:50 PM	6:55 PM	7:00 PM	7:05 PM	7:20 PM	7:35 PM	7:40 PM	7:45 PM	7:50 PM	8:00 PM	8:15 PM
Saturday & Sunday Service / Sábado a Domingo												
8:00 AM	8:15 AM	8:25 AM	8:30 AM	8:35 AM	8:40 AM	8:55 AM	9:10 AM	9:15 AM	9:20 AM	9:25 AM	9:35 AM	9:50 AM
9:55 AM	10:10 AM	10:20 AM	10:25 AM	10:30 AM	10:35 AM	10:50 AM	11:05 AM	11:10 AM	11:15 AM	11:20 AM	11:30 AM	11:45 AM
11:50 AM	12:05 PM	12:15 PM	12:20 PM	12:25 PM	12:30 PM	12:45 PM	1:00 PM	1:05 PM	1:10 PM	1:15 PM	1:25 PM	1:40 PM
1:45 PM	2:00 PM	2:10 PM	2:15 PM	2:20 PM	2:25 PM	2:40 PM	2:55 PM	3:00 PM	3:05 PM	3:10 PM	3:20 PM	3:35 PM
3:40 PM	3:55 PM	4:05 PM	4:10 PM	4:15 PM	4:20 PM	4:35 PM	4:50 PM	4:55 PM	5:00 PM	5:05 PM	5:15 PM	5:30 PM

Route 31 / Eastlake



El Paso County Transit
Route & Schedule Info: 915-533-4731



No Holiday Service: Fare is \$1.50 each way. Change Given in a ticket form only.
Monthly Pass can be purchased at the bus. Effective November 1st, 2022.
No hay servicio en días festivos; Costo \$1.50 cada trayecto. Cambio se regresará en forma de boleto. Pasaje mensual se puede comprar en los camiones.
Efectivo Noviembre 1, 2022.



How a "Flag Stop" System Works - Passengers can board the bus at any point along the route by flagging down the bus driver, as long as there's sufficient space for the bus to safely pull over on the side of the road. Additionally passengers can board at any time stop location listed in the schedule above, seen as orange numbered dots on the map (used as time reference points).

Tomando el autobús - Los pasajeros pueden abordar el autobús en cualquier punto a lo largo de la ruta levantando su brazo para detener al chofer, siempre y cuando el espacio adecuado para los autobuses. Los puntos naranjas sirven como referencia de tiempo.

#40 Fabens/Tornillo

Effective August 1, 2017
Weekday & Saturday Schedule

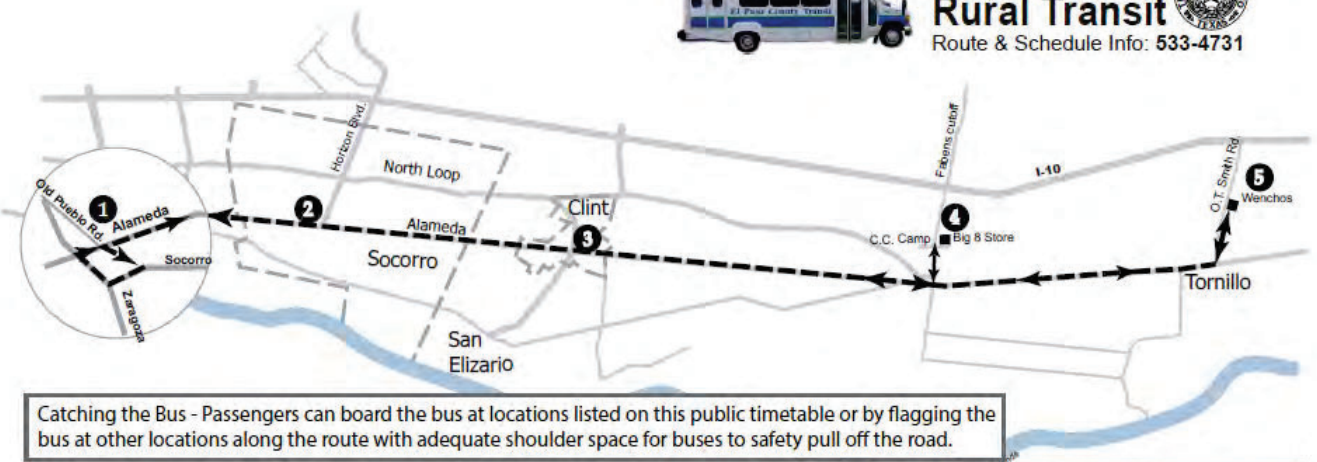
No Sunday or Holiday Service
Fare \$1.50 each way
No Change Given

Horario durante la semana y el
sabado. No hay servicio ni el
domingo ni dias festivos. Costo
\$1.50 cada trayecto.

MORNING								
1	2	3	4	5	4	3	2	1
Alameda Zaragoza	Alameda Horizon	Alameda Clint	Fabens Big 8 Store	O.T. Smith Wenchos	Fabens Big 8 Store	Alameda Clint	Alameda Horizon	Alameda Zaragoza
7:35 am	7:45 am	7:54 am	8:08 am	8:22 am	8:37 am	8:49 am	8:58 am	9:09 am
9:14 am	9:24 am	9:33 am	9:47 am	10:01 am	10:16 am	10:28 am	10:37 am	10:48 am
10:53 am	11:03 am	11:12 am	11:26 am	11:40 am	11:55 am	12:07 pm	12:16 pm	12:27 pm
AFTERNOON								
12:32 pm	12:42 pm	12:51 pm	1:05 pm	1:19 pm	1:34 pm	1:46 pm	1:55 pm	2:06 pm
2:11 pm	2:21 pm	2:30 pm	2:44 pm	2:58 pm	3:13 pm	3:25 pm	3:34 pm	3:45 pm
3:50 pm	4:00 pm	4:09 pm	4:23 pm	4:37 pm	4:52 pm	5:04 pm	5:13 pm	5:24 pm
5:29 pm	5:39 pm	5:48 pm	6:02 pm	6:16 pm				



**El Paso County
Rural Transit**
Route & Schedule Info: 533-4731



Catching the Bus - Passengers can board the bus at locations listed on this public timetable or by flagging the bus at other locations along the route with adequate shoulder space for buses to safely pull off the road.

Tomando el autobús - Los pasajeros pueden abordar el autobús en los lugares indicados en este calendario público o marcando el autobús en otros lugares a lo largo de la ruta con el espacio adecuado para los autobuses del hombro para tirar de forma segura del camino.

#50 MISSION TRAIL

No Service on Easter, Thanksgiving, Christmas and New Years

Fare \$1.50 each way
Costo \$1.50 cada trayecto

Weekday Schedule

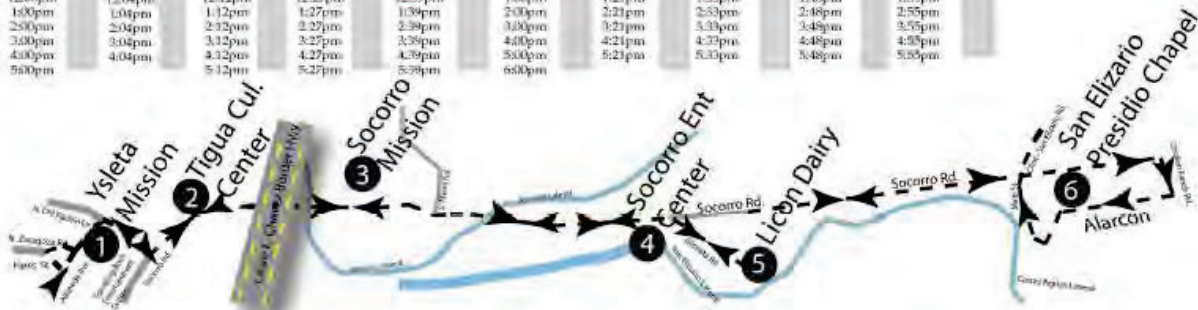
Mission Valley Terminal / Ysleta Mission	Tigua Cul. Center	Socorro Mission	Socorro Ent. Center	Licon Dairy	MORNING (Mañana) San Elizario Presidio	Licon Dairy	Socorro Ent. Center	Socorro Mission	Mission Valley Terminal / Ysleta Mission
1	2	3	4	5	6	5	4	3	1
8:00am 9:00am 10:00am 11:00am	8:04am 9:04am 10:04am 11:04am	8:12am 9:12am 10:12am 11:12am	8:27am 9:27am 10:27am 11:27am	8:39am 9:39am 10:39am 11:39am	9:00am 10:00am 11:00am 12:00pm	9:21am 10:21am 11:21am 12:21pm	9:33am 10:33am 11:33am 12:33pm	9:48am 10:48am 11:48am 12:48pm	9:55am 10:55am 11:55am 12:55pm
12:00pm 1:00pm 2:00pm 3:00pm 4:00pm 5:00pm	12:04pm 1:04pm 2:04pm 3:04pm 4:04pm 5:04pm	12:12pm 1:12pm 2:12pm 3:12pm 4:12pm 5:12pm	12:27pm 1:27pm 2:27pm 3:27pm 4:27pm 5:27pm	12:39pm 1:39pm 2:39pm 3:39pm 4:39pm 5:39pm	1:00pm 2:00pm 3:00pm 4:00pm 5:00pm 6:00pm	1:21pm 2:21pm 3:21pm 4:21pm 5:21pm 6:21pm	1:33pm 2:33pm 3:33pm 4:33pm 5:33pm 6:33pm	1:48pm 2:48pm 3:48pm 4:48pm 5:48pm 6:48pm	1:55pm 2:55pm 3:55pm 4:55pm 5:55pm 6:55pm

Saturday, Sunday & Holiday Schedule

Mission Valley Terminal / Ysleta Mission	Tigua Cul. Center	Socorro Mission	Socorro Ent. Center	Licon Dairy	MORNING (Mañana) San Elizario Presidio	Licon Dairy	Socorro Ent. Center	Socorro Mission	Mission Valley Terminal / Ysleta Mission
1	2	3	4	5	6	5	4	3	1
10:00am 11:00am	10:04am 11:04am	10:12am 11:12am	10:27am 11:27am	10:39am 11:39am	11:00am 12:00pm	11:21am 12:21pm	11:33am 12:33pm	11:48am 12:48pm	11:55am 12:55pm
12:00pm 1:00pm 2:00pm 3:00pm 4:00pm 5:00pm	12:04pm 1:04pm 2:04pm 3:04pm 4:04pm 5:04pm	12:12pm 1:12pm 2:12pm 3:12pm 4:12pm 5:12pm	12:27pm 1:27pm 2:27pm 3:27pm 4:27pm 5:27pm	12:39pm 1:39pm 2:39pm 3:39pm 4:39pm 5:39pm	1:00pm 2:00pm 3:00pm 4:00pm 5:00pm 6:00pm	1:21pm 2:21pm 3:21pm 4:21pm 5:21pm 6:21pm	1:33pm 2:33pm 3:33pm 4:33pm 5:33pm 6:33pm	1:48pm 2:48pm 3:48pm 4:48pm 5:48pm 6:48pm	1:55pm 2:55pm 3:55pm 4:55pm 5:55pm 6:55pm



**El Paso County
Rural Transit**
Effective August 1, 2017



Route & Schedule Info:
Informacion de Ruta y Horario:

915-533-4731



Catching the Bus - Passengers can board the bus at locations listed on this public timetable

Tomando el autobús - Los pasajeros pueden abordar el autobús en lugares indicados en este calendario público

Attachment B. Potential Destinations by ADA Paratransit Zone

West ADA Service Area Potential Destinations

Location	Type
Westside Transfer Center	Transit Center
Anthony Headstart	Health and Human Service
Wic	Health and Human Service
Anthony Adult Living	Health and Human Service
Providence Memorial Teen Center	Healthcare
Salud Y Vida Medical	Healthcare
Westway Food Store	Grocery
Dollar General	General Store
Dollar General	General Store
Dollar General	General Store
Dollar Tree	General Store
Family Dollar	General Store
Family Dollar	General Store
Family Dollar	General Store
Tortilleria Cuauhtemoc	Specialty Grocer
Alice the Burrito Lady	Specialty Grocer
Cazares Meat Market	Specialty Grocer
Monreal's Bakery	Specialty Grocer
La Esperanza Tortilla Factory	Specialty Grocer
Los Jarrones Jarrones Restaurant	Restaurant
La Feria Grill	Restaurant
Poco Loco	Restaurant

East ADA Paratransit Service Area

Location	Type
Upper Eastside Transfer Center	Transit Center
Project Vida Dental Clinic	Healthcare
Montana Vista Market	Grocery
Dollar General	General Store
Senor Dollar	General Store

South ADA Paratransit Service Area

Location	Type
Mission Valley Transfer Center	Transit Center
El Paso County Comm College	Education
Clint Isd Public Library	Library
Human Services Department	Health and Human Service
Wic	Health and Human Service
El Paso Housing Authority	Health and Human Service
Affordable Dental Associates	Healthcare
Centro De Salud Familiar La Fe	Healthcare
Dyer Family Dental	Healthcare

Location	Type
El Paso Physical Therapy Services	Healthcare
Gamet Clinic	Healthcare
Horizon Blvd Clinic	Healthcare
Horizon City Pediatrics	Healthcare
La Esperanza Pas	Healthcare
New Mission Home Care	Healthcare
San Elizario Clinic	Healthcare
Socorro Pediatrics & Autism	Healthcare
Texas Kids Dental Care of Horizon	Healthcare
Texas Kids Dental Care-Faben	Healthcare
Texas Tech Physicians of El Paso	Healthcare
US Renal Care Inc	Healthcare
Eye Care of Socorro	Healthcare
Richard Jackson Optometrists	Healthcare
Advant-Edge Pharmacy	Healthcare
Walmart Supercenter	Grocery
Walmart Neighborhood Market	Grocery
San Eli Supermarket:	Grocery
San Eli Supermarket	Grocery
Ortiz Produce & Groceries	Grocery
La Canasta	Grocery
K-5 Bakery & Grocery	Grocery
Julio's Grocery	Grocery
Horizon Vista Market	Grocery
Food King	Grocery
Don Pancho Supermarket	Grocery
Chido's	Grocery
Dollar General	General Store
Dollar Tree	General Store
Family Dollar	General Store
Senor	General Store
Bryant's Market	Specialty Grocer
Gastelum Produce	Specialty Grocer
Vista Quality Market Socorro	Specialty Grocer
Tortilleria Guadalupana	Specialty Grocer
El Crucero Mexican Eatery	Restaurant
Peter Piper Pizza	Restaurant
Peter Piper Pizza	Restaurant
Flying J Travel Plaza	Restaurant
Murphy Express	Restaurant

Attachment C. ADA Paratransit Application

ETA Access

ADA Paratransit Service Application

Thank you for inquiring about eligibility for ADA Paratransit Service. Enclosed is a copy of an ADA Paratransit Application. **Please read these instructions carefully before completing the application.** If you have any questions about the services, eligibility, or need assistance, please call the ADA Paratransit Eligibility program at (915) 247-0505 or 711 (if you use a TTY).

What is “ADA Paratransit Service?”

ADA Paratransit Service is a shared-ride, curb-to-curb transportation provided to customers who are unable because of their disability to use fixed route buses. Fixed route buses mean the large transit buses that operate on set routes. EPC follows the Americans with Disabilities Act (ADA) of 1990 eligibility standards that fall into three categories:

- Category 1. A person with a disability who cannot navigate the transit system without assistance.
- Category 2. A person with a disability who requires an accessible vehicle when one is not available.
- Category 3. A person with a disability who is unable to reach the transit stop.

ADA Paratransit Service is provided in the same areas, times and days as the fixed route buses. Rides are reserved one to seven days in advance and the fare is \$2.50 per ride. Service is provided for all trip types—trips are not prioritized based on trip type (e.g. medical, shopping, personal travel)

If you are a person with a disability who cannot travel on the fixed route buses because of your disability, you may be eligible for ADA Paratransit Service. If you are sometimes able to use fixed route buses, you may be eligible for ADA Paratransit Service for those trips that you cannot make by fixed route bus because of your disability.

How Do I Apply?

To help us accurately determine your eligibility for ADA Paratransit Service, please fill out the enclosed application. The application has two parts:

- 1) Applicant Questionnaire, and
- 2) Physician or Licensed Health Professional Verification

Please take the time to answer ALL questions carefully and completely. A friend, guardian, caregiver, agency service representative or family member may help you complete the Applicant Questionnaire. A physician or licensed health professional must complete the Physician or Licensed Professional Verification. The qualified licensed professional may be a physician, physical therapist, psychologist, psychiatrist, social worker, counselor from an established agency, or other similar professional.

- Both the Applicant Questionnaire and the Physician/ Licensed Health Professional Verification

must be signed. The Professional Verification cannot be completed by the applicant.

- Incomplete applications will be returned and will not be processed until complete.

The Application information you provide is confidential and will only be shared with the ADA Paratransit Eligibility Program for eligibility determination. If determined eligible for ADA Paratransit Service, mobility aid information (e.g. use of wheelchair, need for an attendant, use of white cane) will be entered into the system to facilitate travel.

Once both the Applicant Questionnaire and the Physician/ Licenses Health Professional Verification are complete and signed, please submit by:

- Mail: ETA Access Eligibility Program at PO Box 920451, El Paso, Tx. 79901
- Email: applyaccess@elpasotransportationauthority.org
- In person at 700 W. San Francisco, El Paso, TX. 79901 between Monday through Friday from 8a.m. – 5p.m.:

Once you have submitted the completed application, call the Eligibility Program at (915) 247-0505 (voice) or 711 (if you use a TTY) to schedule a phone interview. Also let us know if you will need or prefer to conduct the interview in Spanish or require additional assistance.

What Happens Next?

The Eligibility Program will review your application for completeness, and a phone interview will be conducted at your scheduled time to discuss your application with you. At times, the Eligibility Program may request an In-Person Functional Assessment to obtain more information regarding your application. EPC will provide free transportation for an In-Person Functional Assessment by calling the Eligibility Program at (915) 247-0505 (voice) or 711 (TTY). Transportation is provided to origins and destinations within EPC service area.

The Eligibility Program may contact your healthcare professional in an attempt to obtain additional information as necessary for an eligibility determination. You may provide any additional information pertaining to your application during the review process. All EPC ADA Paratransit applications will be processed within 21 days of receiving a completed application to include both the signed Applicant Questionnaire and the signed Physician/ Healthcare Professional Verification.

When and How Will I Find Out If I am Eligible?

You will be notified of your eligibility by letter. The eligibility decision will be made within 21 days of the date you completed your phone interview or functional assessment (if requested). If a decision is not made within 21 days, you will be provided ADA paratransit service until a final decision is made.

Eligibility is determined for all trips (unconditional), some trips (conditional), or for a certain time period (temporary). If you are determined eligible for ADA paratransit service for some trips or for all trips, a Rider's Guide with information about ETA Access ADA paratransit program will be sent to you. If determined that you are able to use the fixed route bus for some of your trips (conditional) or temporarily eligible, you will be notified in writing of the exact reasons for the decision and provide information about how to appeal the decision if desired.



Part 1. APPLICANT QUESTIONNAIRE

To be completed by the applicant

Please complete, sign, date and mail to the ETA Access Eligibility Program, at PO Box 920451, El Paso, Tx. 79901, or email to applyaccess@elpasotransportationauthority.org. This form can also be dropped off at 700 W. San Francisco, El Paso, Tx. 79901, Monday through Friday, 8.m.-5p.m.

Please check one: ☐ New Applicant ☐ Existing ETA Access ADA Paratransit Customer

APPLICANT GENERAL INFORMATION

Applicant Name

Last	First	Middle Initial	Date of Birth

Applicant Home Address

Street	Unit Number	City	Zip Code
Apartment Complex Name		Gate Code	

Mailing Address (If difference from home address)

Street	Unit Number	City	State	Zip Code

Applicant Contact Information

Home Phone	Cell Phone	Email

Emergency Contact

Name		Relationship	Phone
Street	Unit Number	City	Zip Code

APPLICANT DISABILITY AND MOBILITY INFORMATION

1. Please explain how your disability prevents you from using the fixed route bus service all or some of the time (please describe below).

2. Is your disability permanent (please check yes or no)?

☐ Yes

☐ No, my disability is temporary

If your disability is temporary, what is the expected (please provide the expected end date)?

3. Have you ever had a seizure (please check yes or no)?

☐ Yes

☐ No

If yes, what type and how often?

Type _____

How often _____

4. Do you use any of the following mobility aides (check all that apply)?

- | | |
|---|---|
| ☐ Manual wheelchair | ☐ Braces |
| ☐ Powered wheelchair | ☐ Service Animal |
| ☐ Powered scooter | ☐ Portable oxygen |
| ☐ Prosthesis | ☐ Crutches |
| ☐ Walker | ☐ Other (please explain) |
| ☐ Cane | |

5. Have you ever used EPC fixed route bus system?

- ☐ Yes
☐ No

6. Does your physical condition change from day to day where using the fixed route bus is more difficult?

- ☐ Yes, my physical condition is good on some days and bad on others
☐ No, my physical condition does not change from day to day
☐ Not sure
☐ Other (please explain below)

7. Can you get to the curb in front of your home on your own or with using a mobility aid?

- ☐ Yes
☐ No
☐ Other (please explain below)

8. What distance can you travel on your own or with using a mobility aid?

- ☐ To the curb in front of my home only
- ☐ I can travel up to 1 block
- ☐ I can travel up to 4 blocks
- ☐ I can travel up to 6 blocks
- ☐ I cannot travel beyond my front door on my own (please explain below)

9. Does the weather have an affect on your ability to use the fixed route bus service?

- ☐ Yes
- ☐ No
- ☐ Sometimes (please explain below)

10. If you answered yes to number 9, how does the weather affect our ability to use the fixed route bus (please explain below)

11. Are you able to use a smartphone on your own to look up fixed route information?

- ☐ Yes
- ☐ No (please explain why below)

12. Can you transfer from one fixed route bus to another?

- ☐ Yes
- ☐ No (please explain why not)

13. Are you able to follow written or oral instructions to use the fixed route bus service?

- ☐ Yes
- ☐ No (please explain why)

14. Can you get to the nearest fixed route bus stop nearest your home without assistance of another person?

- ☐ Yes
- ☐ Not sure
- ☐ No (please explain why)

15. Can you wait at bus stop that has a seat or shelter for 30 minutes?

- ☐ Yes, all of the time
- ☐ Yes, some of the time
- ☐ Not sure
- ☐ No (please explain why)

16. Can you wait at a bus stop that does not have a seat or shelter for 30 minutes?

- ☐ Yes, all of the time
- ☐ Yes, some of the time
- ☐ Not sure
- ☐ No (please explain why)

17. Are you able to get on and off a bus (equipped with a wheelchair lift)?

- ☐ Yes
- ☐ Not sure
- ☐ No (please explain why)

18. Are you able to recognize when it is time to get on and off the fixed route bus?

- ☐ Yes
- ☐ Not sure
- ☐ No (please explain why)



APPLICANT AGREEMENT AND AUTHORIZATION:

Are you the Applicant?

- ☐ **Yes**
- ☐ **No If you are not the applicant, please provide the following information about the preparer:**

Name: (please print) _____

Day Phone: _____ **Relationship (required):** _____

I state that the information I have provided is true and accurate.

I authorize the release of diagnostic and functional information as requested on the Physician or Licensed Health Professional form to ETA Access Eligibility Program for the sole purpose of making a determination regarding my eligibility for ADA paratransit service and understand that personal and medical information will be kept confidential.

I understand that intentionally providing false or misleading information or refusal to undergo functional assessment if requested is grounds for denial of ADA paratransit services.

If approved, I agree to follow the rules and guidelines established by EPC, and to promptly inform EPC of any changes in my residence, phone number and, if applicable, my representative's name and phone number; and any significant change in my condition that would affect my level of mobility.

I understand that failure to follow proper procedures or cooperate with ETA Access staff, demonstrating illegal or disruptive behavior or, if my condition at any time poses a direct threat to the health or safety of others, such situations may result in either suspension and/or termination of service.

Applicant (or Preparer's Signature)

Date



Part 2. PHYSICIAN/ LICENSE PROFESSIONAL VERIFICATION

Dear Physician or Licensed Healthcare Professional:

The Americans with Disabilities Act of 1990, 49 CFR 37.121, Subpart F states–
“..each public entity operating a fixed route system shall provide paratransit or
other special service to individuals with disabilities that is comparable to the level
of service provided to individuals without disabilities who use the fixed route
system.” **“By complementary, DOT means service for individuals with disabilities
who cannot use the fixed route bus system.”**

We need your assistance in determining ADA paratransit eligibility for services
provided by ETA Access to individuals with disabilities who are unable to use fixed
route bus transportation. We are seeking specific information as to what prevents
the person from using the public transit fixed routes that provide transportation
throughout the area. EPC fixed route buses are equipped with lifts to assist
boarding and vehicle operators are required to announce major stops to help riders
know where they are along the route.

The information requested of you in the following sections will be used to help
determine the applicant’s ADA paratransit eligibility. It is important that all
questions be answered completely and accurately to the best of your knowledge
and in accordance with your records. If the information is incomplete or unclear,
we may need to contact you for clarification. Thank you for your cooperation.

1. Applicant’s Name: (please print) _____
2. Capacity in which you know the applicant: _____

3. When was the applicant last treated or seen by you? _____

4. On average, how frequently is the applicant seen by you? _____



-
-
5. Has the applicant been diagnosed with a disability or impairment that would prevent the applicant from using the fixed route bus service?

- ☐ No
- ☐ Yes (please provide the diagnoses in layman's terms to describe the applicant's primary disability or impairment conditions below)

ICD-9 codes: _____

DSM-IV codes: _____

6. If visually impaired, what is the applicant's best corrected acuity? Snellen Chart: (R) _____ (L) _____

Field Restriction: (R) _____ (L) _____

Date of Testing _____

7. If cognitively impaired, what is the applicant's cognitive age, and IQ level?

-
8. Is the applicant a wheelchair user? Yes ☐ No ☐

If yes, how often _____

9. Does the applicant use other mobility aids? Yes ☐ No ☐

If yes, please describe below:



10. Is the applicant's disability permanent?

- ☐ Yes
- ☐ No, the applicant's disability is temporary (please state expected end date)

11. Does the applicant's functional ability to travel change due to medical treatments, environmental conditions (e.g. heat, cold, darkness) or other related factors?

- ☐ No
- ☐ Yes (please explain):



PHYSICIAN OR HEALTH CARE PROFESSIONAL'S VERIFICATION

I certify that the information I have provided herein is a fair representation of this applicant's medical impairment or condition and is accurate to the best of my knowledge. I understand that the information provided herein will be used for the sole purpose of determining the applicant's eligibility for ADA paratransit services. I also agree that ETA Access may contact me for clarification of any information I have provided and that I will reply in good faith.

Physician/ Licensed Healthcare Professional Full Name:

Institution/ Facility / Agency Name:

Street Address: _____ **Suite #:** _____

City: _____ **State:** _____ **Zip Code:** _____

License Number: _____ **Telephone:** _____

Signature: _____ **Date:** _____

Please also attach the physician/ licensed healthcare professional signature on institution/ facility/ agency letterhead.

Attachment D. Eligibility Determination Letters and Appeal Request Form

ETA Access eligibility determination letters and appeal request form are derived directly from the Federal Transit Administration circular FTA C 4710.1, *Americans with Disabilities Act (ADA): Guidance*.

The following includes:

- Sample Unconditional ADA Paratransit Eligibility Letter
- Sample Conditional ADA Paratransit Eligibility Letter
- Sample Temporary ADA Paratransit Eligibility Letter
- Sample Temporary ADA Paratransit Eligibility Letter
- Sample Denial of ADA Paratransit Eligibility Letter
- Sample ADA Paratransit Eligibility Determination Appeal Request Form

Sample Unconditional ADA Paratransit Eligibility Letter

[On Transit Agency Letterhead]

[Date]

[Name]

[Mailing Address]

Dear [Applicant Name]:

We have completed our review of your recent request for [name of complementary paratransit service], [transit agency's] ADA paratransit service. Based on the information provided, we have determined that you are UNCONDITIONALLY ELIGIBLE for [name of complementary paratransit service] service. This means that you can use [name of complementary paratransit service] for any trips you need to make. We have noted in your rider file that you sometimes travel with a personal care attendant (PCA). A PCA is someone designated or employed specifically to help you meet your personal needs, and is different from a guest or a companion. Your PCA may accompany you at no additional charge. Your eligibility for [name of complementary paratransit service] is valid through [EXPIRATION DATE], after which you will need to request a continuation of your eligibility. We will notify you in advance of this expiration date to remind you to reapply and will send you a recertification request form at that time. Enclosed is a copy of [insert name of a rider's guide], which explains the [name of complementary paratransit service] service and how to use it. The rider's guide includes helpful tips for using the service, so please be sure to read it. If you have any questions about the service, please call our Customer Service office at [phone number].

In addition to using [name of complementary paratransit service], this letter of eligibility also entitles you to use similar ADA paratransit services at other transit systems across the country as a visitor for up to 21 days per year. Simply provide the transit agency in the city you plan to visit with a copy of this letter to obtain approval to travel as a visitor.

If you have any questions about this determination of eligibility, please call our ADA Paratransit Eligibility office at [phone number].

Sincerely,

[ADA Paratransit Eligibility Manager]

Attachment: Rider's Guide

Sample Conditional ADA Paratransit Eligibility Letter

[On Transit Agency Letterhead]

[Date]

[Name]

[Mailing Address]

Dear [Applicant Name]:

We have completed our review of your recent request for [name of complementary paratransit service], the ADA paratransit service provided by the [transit agency's]. Based on the information provided, we have determined that you are **CONDITIONALLY ELIGIBLE** for [name of complementary paratransit service] service. This means we determined that you are able to use fixed route bus [and rail] service(s) under certain conditions and are eligible to use [name of complementary paratransit service] service when you are not able to use fixed route buses [and trains]. Please review the attached pages, which describe the conditions under which you can use the [name of complementary paratransit service] service as well as the basis for our determination.

We have noted in your rider file that you sometimes travel with a personal care attendant (PCA). A PCA is someone designated or employed specifically to help you meet your personal needs and is different from a guest or a companion. Your PCA may accompany you at no additional charge.

Your eligibility for [name of complementary paratransit service] is valid through [EXPIRATION DATE], after which you will need to request a continuation of your eligibility. We will notify you in advance of this expiration date to remind you to reapply, and will send you a copy of a recertification request form at that time.

Enclosed is a Rider's Guide that explains the [name of complementary paratransit service] service and how to use it. The Rider's Guide includes helpful tips for using the service, so please be sure to read it. If you have any questions about the service, please call our Customer Service Office at [phone number]. In addition to using [name of complementary paratransit service], this letter of eligibility also entitles you to use similar ADA paratransit services at other transit agencies across the country for up to 21 days of visitor service per year. Simply provide a copy of this letter to receive approval to travel as a visitor. If you have any questions about this determination of eligibility, please call the [transit agency's] ADA Paratransit Eligibility Office at [phone number]. If you do not agree with the eligibility you have been granted, you have the right to appeal this determination. Requests for appeals must be submitted in writing. Copies of the Appeal Policy, as well as an Appeal Request Form, are attached.

Sincerely,

[ADA Paratransit Eligibility Manager]

Attachments:

Rider's Guide

Conditions of eligibility

Basis for the determination

Appeal policy and Appeal request form

Conditions of Eligibility (Sample)

Example A

The following might be appropriate for an applicant who uses a manual wheelchair:

We determined that, because of your disability, you are not able to use the fixed route bus [and rail] service(s) under the following conditions. When these conditions exist, you are therefore eligible for [name of complementary paratransit service] service.

- You must travel more than 4 blocks to get to a bus stop [or station], or from a bus stop [or station] to your destination
- Sidewalks do not exist or are inaccessible (absence of curb ramps, broken pavement, or steep cross-slopes), which prevents you from getting to or from bus stops [or stations]
- Steep hills prevent you from getting to or from bus stops [or stations]
- The presence of snow or ice prevents you from getting to or from bus stops [or stations]
- Conditions at bus stops you wish to use prevent bus drivers from deploying lifts or ramps at these stops

Example B

The following might be appropriate for an applicant with an intellectual disability who has completed travel training to make one trip on the fixed route bus system:

You successfully completed travel training to use the fixed route bus service for some trips. Therefore, you are not eligible to use [name of complementary paratransit service] service for:

- Your trips from 50 Elm Street to 10 Main Street, or returning from 10 Main Street to 50 Elm Street (your trips to and from work)

Please continue to ride the fixed route bus for the above trips. For other trips, which you have not learned how to make by fixed route bus, you are eligible to use the [name of complementary paratransit service].

Basis for the Determination (Sample)

Example A

The following language might be appropriate for a rider granted conditional eligibility:

You indicated in your application (and interview) that you are able to travel up to 4 blocks to get to and from bus stops [or train stations]. You also indicated that you are able to get to and from bus stops [and train stations] as long as the route features level, accessible sidewalks and curb ramps. You also indicated that when there is an accumulation of snow you are not able to get to or from bus stops [or train stations].

During your in-person assessment, you were able to travel along the outdoor route at the Transportation Assessment Center for the first 3 blocks at a steady pace and completed these 3 blocks in 10 minutes.

Your pace slowed during the 4th block along the route and this fourth block took 4 minutes to complete.

We also contacted [name of professional contacted to verify disability and functional abilities], who also indicated that you could go 4 blocks to get to or from bus stops and [train stations].

Example B

The following language might be appropriate for a rider granted conditional eligibility:

You indicated in your application (and interview) that you had successfully completed travel training provided by the Center for Independent Living (CIL) and learned to take the bus from your home at 50 Elm Street to and from work at 10 Main Street. You said that you are currently using fixed route buses to make these trips to and from work. With your permission, we contacted the CIL and they confirmed that you completed travel training for these trips and that you are currently making these trips independently using fixed route buses.

Your score on the FACTS (Functional Assessment of Cognitive Transit Skills) test (115 out of 146 points), which you took at the Transportation Assessment Center, also confirmed that you are able to learn to make some trips by fixed route buses with instruction.

Sample Temporary ADA Paratransit Eligibility Letter

[On Transit Agency Letterhead]

Date

Name

[Mailing Address]

Dear [Applicant Name]:

We have completed our review of your recent request for [name of complementary paratransit service], [transit agency's] ADA paratransit service. Based on the information provided, we have determined that you are eligible for [name of complementary paratransit service] service on a TEMPORARY basis. Your eligibility for [name of complementary paratransit service] is valid for [xx] months, through [EXPIRATION DATE]. Should you need [name of complementary paratransit service] service beyond this date, you will need to request a continuation of your eligibility.

We are granting you temporary eligibility because [indicate reasons for temporary eligibility, such as:] “this was the period of time you indicated your current condition would prevent you from using the fixed route transit service”; or “the information provided by you and [professional contacted] indicated that there could be a change in your ability to use the fixed route service after [xx] months as a result of treatment you are receiving”; or “your application materials indicated that you have the ability to use fixed route transit when provided instruction to use the service. Attached is information about our free travel training service. We recommend that you contact [contact person] to enroll in the service. We will determine your ongoing eligibility for [name of complementary paratransit service] after you have participated in the travel training program.”

We have noted in your rider file that you sometimes travel with a personal care attendant (PCA). A PCA is someone designated or employed specifically to help you meet your personal needs and is different from a guest or a companion. Your PCA may accompany you at no additional charge. Enclosed is a Rider's Guide that explains the [name of complementary paratransit service] service and how to use it. The Rider's Guide includes helpful tips for using the service, so please be sure to read it. If you have any questions about the service, please call our Customer Service office at [phone number]. In addition to using [name of complementary paratransit service], this letter of eligibility also entitles you to use similar ADA paratransit services at other transit systems across the country as a visitor for up to 21 days per year. Simply provide the transit agency in the city you plan to visit with a copy of this letter to obtain approval to travel as a visitor.

If you have any questions about this determination of eligibility, please call the [transit agency's] ADA Paratransit Eligibility office at [phone number]. If you do not agree with this eligibility determination, you have the right to appeal this decision. We require that you request an appeal in writing. Copies of our appeal policy, as well as an appeal request form, are attached.

Sincerely,

[ADA Paratransit Eligibility Manager]

Attachments:

Rider's Guide

Appeal policy and Appeal request form

Sample Denial of ADA Paratransit Eligibility Letter

[On Transit Agency Letterhead]

Date

Name

[Mailing Address]

Dear [Applicant Name]:

We have completed our review of your recent request for [name of complementary paratransit service], [transit agency's] ADA paratransit service. Based on the information provided, we have determined that you are able to use fixed route buses [and trains] and are not prevented by a disability from using the regular fixed route transit service. You are therefore NOT ELIGIBLE for [name of complementary paratransit service] service.

The basis for our decision is explained on the attached page, Basis for the Determination. If you do not agree with this eligibility determination, you have the right to appeal this decision. We require that you request an appeal in writing. Copies of our appeal policy, as well as an appeal request form, are attached. Attached is information about [transit agency's] fixed route bus [and train] service(s). Also attached is information about our free Travel Training program, which is designed to assist people with using buses and trains. Please contact us if we can assist you with using our bus [or train] service. For information about bus and train schedules, or for assistance planning trips by bus or train, call our Customer Service office at [phone number].

If you have any questions about this eligibility determination, please call the [transit agency] ADA Paratransit Eligibility office at [phone number].

Sincerely,

[ADA Paratransit Eligibility Manager]

Attachments:

Basis for the Determination

Fixed route bus [and train] information

Travel training program information

Appeal policy and Appeal request form

Basis for the Determination (Sample)

You did not indicate in your application (or interview) that you are prevented by a disability from using fixed route buses and trains. You indicated you could obtain, use and remember bus schedule information, find your way to and from bus stops and train stations, walk up to 12 blocks, and cross streets and intersections. You also indicated that you sometimes don't travel when it is too hot or cold, or when it is snowing. While these weather conditions make travel outside more difficult and uncomfortable, they do not prevent you from traveling outside. You indicated that your main problem was that buses and trains do not go to all the places you need to travel and that sometimes you would need to take several buses to get where you need to go.

With your permission, we contacted [name of professional who provided information], who confirmed that you have high blood pressure and hypertension and that you were taking medications for these health conditions, which were not serious enough to prevent you from using fixed route buses and trains.

You participated in the outdoor walk at the Transportation Assessment Center and were able to complete the 1/2-mile route in 16 minutes with no difficulty.

While using fixed route public transit may be less convenient than [name of complementary paratransit service] service, ADA paratransit eligibility is limited to people whose disabilities prevent them from using fixed route buses and trains.

Sample ADA Paratransit Eligibility Determination Appeal Request Form

Please complete this form if you would like to appeal our determination regarding your eligibility for the [name of complementary paratransit service]. Once completed, please return it to the address listed below.

Completed forms must be postmarked within 60 days of the date of your eligibility determination letter.

Name: _____
Street address: _____
City: _____ State _____ Zip _____
Telephone number with area code: (_____) - _____

Select one of the following:

____ I choose to submit additional information for the Appeal Panel to consider, but do not want to appeal in person. (If you choose this option, please send all additional information you would like the Appeal Panel to consider along with this form. Please consider the information on the page attached to your letter of determination titled "Basis for the Determination" when preparing additional information.)

____ I choose to appeal in person. (If you choose this option, we will contact you to schedule a mutually agreeable day and time for the appeal hearing. You may bring additional information to the hearing and can attend with others who are able to provide information on your behalf.)

Applicant signature: _____
Date: _____

Return completed form to:

[Office]

[Transit agency]

[Address]

Attachment E. Organizations Contacted for Public Outreach

The list below identifies the organizations contacted along with their areas of expertise.

- **Volar Center for Independent Living (Volar VIL)** - Volar CIL is a private, non-profit corporation controlled by people with disabilities as staff, board members, and as consumers. It is one of 20+ CILs in Texas. Volar CIL provides information and referral services, independent living skills trainings, peer counseling, advocacy, children's advocacy and transition services, Specialized Telecommunications Assistance Program (STAP), transportation services, and more.
- **Down Syndrome Association of El Paso** - Non-profit organization supporting families and friends of people with Down Syndrome. This group offers monthly meetings and other activities.
- **Rio Grande Area Agency on Aging (Rio Grande AAA)** - The Rio Grande AAA serves individuals 60 years of age and older and their families living in El Paso, Hudspeth, Culberson, Jeff Davis, Presidio and Brewster counties through the various direct services it provides and/or through purchased services on behalf of a client. The AAA's mission is to support older adults with their independence and ability to continue to reside in the community for as long as possible and assist family caregivers in their daily task of caring for their loved one.
- **Project Amistad** - Project Amistad is a 501C3 not-for-profit agency serving elderly, persons with disabilities and persons-at-risk. Its mission is to advocate, connect and deliver social services to communities ensuring a dignified and meaningful life for all.
- **El Paso Council of the Blind (EPCB)** - EPCB "advocates for the equity of people who are blind and low visions, inspired community and connects you with education, resources and each other to support your independence." EPCB is a sub-chapter of the American Council of the Blind - Texas (ACBT). ACBT is an affiliate of the parent (national) organization, The American Council of the Blind.
- **Emergence Health Network (EHN)** - EHN is a community-based mental health/intellectual disabilities center serving persons with intellectual/developmental disabilities (IDD) and mental health issues. It is the Local Mental Health and Intellectual and Developmental Disability Authority for El Paso.
- **Texas Workforce Solutions Vocational Rehabilitative (VR) Services** - VR Services provides a vast array of vocational rehabilitation services to persons with IDD as well as other disabilities. Services include employment counseling and guidance, training to learn job skills, job placement assistance, training in work-related skills and more.
- **The Texas Department of Aging and Disability Services (DADS)** - DADS was created to administer long-term services and support for people who are aging as well as for people with intellectual and physical disabilities. DADS also licenses and regulates providers of these services and administers the state's Guardianship program.
- **St. Pius X Special Needs Group** - This is a support group for individuals with special needs with the mission to improve quality of life. Activities include monthly dances, quarterly events, entertainment, spiritual activities, and sports.

- **The Arc of El Paso** – The Arc is an advocacy group that prioritizes policies and legislation that advance the equality and civil rights of Texans with IDD. Since 1960, the Arc of Texas has promoted, protected, and advocated for the human rights and self-determination of Texans with IDD.
- **El Paso County Community College—Center for Students with Disabilities** - The Center for Students with Disabilities provides students, regardless of disability, if otherwise qualified, an equal opportunity to complete their educational goal through the provision of accommodations based upon their individual disability.
- **El Paso Vibe** - El Paso VIBE empowers individuals who are blind and visually impaired, starting at age 18 and over. Lead in serving families, communities, and organizations by building partnerships with state, federal and community organizations. Transform consumer outcomes by providing crucial support groups, independent living skills, assistive technology skills training, mobility & orientation training, and recreational activities. Empower the blind and visually impaired with social inclusion advocacy, and employment opportunities to enable them to become more independent at home and within their communities.
- **El Paso Desert ADAPT** - For nearly 40 years, ADAPT has fought for the right to community. ADAPT's vision of community is a place where all people can live, move, and participate in the ways that recognize and support our individual dignity and freedom. ADAPT's vision is integration into all aspects of society, where every member of the community experiences myriad opportunities, not a multitude of barriers. ADAPT specifically calls out the right to equality in the community for housing, workforce, health care.
- **Grupo Dignidad Igualdad y Oportunidad (Grupo DIO)** – non-profit organization that serves individuals with disabilities in dignity, equality and opportunity.

Attachment F. EPATS Access Advisory Committee Application



**El Paso Area Transportation Services, Local Government Corporation
EPATS, LGC) is Forming an
Access Advisory Committee!**

Purpose? To gain input from the disability community on providing ADA paratransit service to individuals with disabilities in the rural area of El Paso County.

Why? EPATS, LGC will be providing paratransit service that specifically serves individuals with disabilities. *Service start is anticipated for July 2024.*

The Americans with Disabilities Act (ADA) requires public transit agencies that provide bus route transit service to operate complementary paratransit service. ADA paratransit service is for people with disabilities who cannot use or access the bus service because of a disability.

Who? The Access Advisory Committee (AAC) is composed 1) citizens of the rural portion of El Paso County that have a disability or disabilities and potential riders of ADA paratransit, or 2) professionals or volunteers from agencies or groups that represent individuals with various types of disabilities (such as vision, hearing, mobility, etc.) in the El Paso County region.

What? The AAC will provide input and feedback on the ADA Paratransit Plan and provide on-going guidance on accessible public transportation for individuals with disabilities in the rural portion of El Paso County.

When? First AAC meeting is anticipated to occur February 15th, 2024. The AAC will decide how often to meet until service begins and thereafter.

Interested? Any eligible person seeking an appointment may apply to be considered at any time—please complete the application on the next page.



EPATS, LGC Access Advisory Committee (AAC) Application

First and Last Name: _____

Address: _____

Email Address: _____

Phone Number: _____

TTY Number: _____

Please describe how your experience as an individual with a disability or disabilities, or an agency that represents individuals with disabilities will help to provide guidance on accessible public transportation for individuals with disabilities in the rural portion of El Paso County.

Please give your application to your bus driver.

OR submit your application to:

El Paso County Planning & Development Department

Reyna Mayorga, rmayorga@epcounty.com, (915) 273-3330

Attachment G. Access Advisory Committee Agendas



**El Paso Area Transportation Services, Local Government Corporation (EPATS,
LGC) Access Advisory Committee Meeting**

AGENDA

LOCATION: Volar Center for Independent Living
1220 Golden Key Circle
El Paso, Texas 79925-5825
(915) 591-0800 V/TDD
(915) 591-3506 Fax

DATE: Thursday, 2/15/24

TIME: 2:00 – 4:00 Mountain

AGENDA ITEMS

- | | |
|---|-------------|
| 1. Welcome and Introductions | 2:00 – 2:10 |
| 2. Project Overview | 2:10 – 2:20 |
| 3. Purpose/Structure of Access Advisory Committee (AAC) | 2:20 – 3:20 |
| a. Review of Draft Bylaws | |
| b. Confirm Meeting Times/Locations | |
| c. Meeting Accommodations | |
| Break | 3:20 – 3:30 |
| 4. Draft ADA Paratransit Plan | 3:30 – 4:15 |
| a. Overview of Draft ADA Paratransit Plan | |
| b. Comments and Discussion at next meeting | |
| 5. Public Outreach Plan | 4:15 – 5:00 |
| a. Overview of Public Outreach Plan | |
| b. Feedback on time/locations for public meetings | |
| c. Materials to review week of 3/18 | |



**El Paso Area Transportation Services, Local Government Corporation (EPATS,
LGC) Access Advisory Committee Meeting**

AGENDA

LOCATION: Rio Grande Council of Governments
8037 Lockheed Drive
El Paso, Texas 79925
(915) 5330998

DATE: Friday, 3/1/23

TIME: 2:00 – 4:00 Mountain

AGENDA ITEMS

- | | |
|---|-------------|
| 1. Welcome and Introductions | 2:00 – 2:10 |
| 2. Discussion and possible action on the adoption of
AAC Bylaws | 2:10 – 2:25 |
| 3. Discussion and possible action on the election of AAC
Chair and Vice Chair | 2:25 – 2:40 |
| 4. Report from the Membership subcommittee | 2:40 – 2:50 |
| 5. Confirmation of public meeting times/locations | 2:50 – 3:00 |
| 6. Presentation of conceptional outreach strategy for
public meetings (to include Draft ADA Paratransit Plan | 3:00 – 3:50 |
| 7. Other business/Next steps | 3:50 – 4:00 |
| 8. Adjournment | |



**El Paso Area Transportation Services, Local Government Corporation (EPATS,
LGC) Access Advisory Committee Meeting**

AGENDA

LOCATION: Rio Grande Council of Governments
8037 Lockheed Drive
El Paso, Texas 79925
(915) 533-0998

DATE: Friday, 3/22/24

TIME: 1:00 – 4:00 Mountain

AGENDA ITEMS

1. Welcome and introductions
2. Public comment
3. Discussion and possible action on adopting minutes from 3/1/24 meeting
4. Report from the Membership subcommittee
5. Confirmation of public meeting times/locations
6. Presentation of draft materials for public meetings
7. Other business/Next steps
 - a. Next Meeting – 4/12/24 or 4/26/24
8. Adjournment



**El Paso Area Transportation Services, Local Government Corporation (EPATS,
LGC) Access Advisory Committee Meeting**

AGENDA

LOCATION: Rio Grande Council of Governments
8037 Lockheed Drive
El Paso, Texas 79925
(915) 533-0998

DATE: Friday, 4/26/24

TIME: 2:00 – 5:00 Mountain

AGENDA ITEMS

1. Welcome and introductions
2. Public comment
3. Discussion and possible action on adopting minutes from 3/22/24 meeting
4. Confirmation of public meeting times/locations
5. Presentation of draft ADA paratransit plan
6. Other business/Next steps
7. Adjournment



El Paso Area Transportation Services, Local Government Corporation (EPATS, LGC) Access Advisory Committee Meeting

AGENDA

LOCATION: Volar Center for Independent Living
1220 Golden Key Circle
El Paso, Texas 79925-5825
(915) 591-0800 V/TDD

DATE: Friday, 6/7/24

TIME: 2:00 – 5:00 Mountain

AGENDA ITEMS

1. Welcome and introductions
2. Public comment
3. Discussion and possible action on adopting minutes from 4/26/24 meeting
4. Review final draft of ADA paratransit plan
5. Discussion and possible action on recommending approval of draft ADA paratransit plan to EPATS, LGC
6. Other business/Next steps
 - a. Riders' Guide
7. Adjournment

Attachment H. Meeting Materials



EPATS ADA Paratransit Plan Public Outreach

EL PASO AREA TRANSPORTATION
SERVICES,

LOCAL GOVERNMENT
CORPORATION (EPATS, LGC)

Thank you for joining us tonight/today.

Tonight/today, we want to talk with you and get your feedback specifically about the proposed ADA Paratransit service that is being planned. This new ADA paratransit service is to be branded as ETA Access. ETA Access is begin planned by El Paso County through the El Paso Area Transportation Service, LGC or otherwise known as EPATS.

EPATS—Overview

- El Paso Area Transportation Services, LGC
- Organized in 2021
- To encourage and assist local units of government to:
 - Join and cooperate to provide regional multimodal transportation solutions for the Greater El Paso community
 - Committed to a fully accessible, integrated system
 - Where all passengers have travel choices



The El Paso Area Transportation Services (or EPATS) is a local government corporation that was organized in 2021 for the purpose to encourage and assist local units of government to join and cooperate with one another to provide and deliver regional multimodal transportation solutions for the residents of the Greater El Paso community. EPATS is committed to a fully accessible, integrated system, where all of our passengers have choices for travel.

ADA Paratransit— Required by Law

- ADA Paratransit service is for people with disabilities *who cannot use the fixed-route bus service*.
- 1990 the Americans with Disabilities Act (ADA) was signed into law.
- ADA gives civil rights protections to individuals with disabilities
- ADA mandates that public entities that provide fixed-route transit service must also operate ADA paratransit.



ADA paratransit service is the transit service for people with disabilities *who cannot use the fixed-route bus service*. ADA paratransit is required by the Americans with Disabilities Act (ADA) that was signed into law in 1990. The ADA gives civil rights protections to individuals with disabilities and in particular mandates that public entities that provide fixed-route transit service must also operate ADA paratransit service for people with disabilities *who cannot use the fixed-route bus*.

When we talk about fixed route bus service —we mean the buses that operate on set routes—for example EPATS routes 10, 20, 30, etc. are fixed-route bus services.

ADA Paratransit Service

How it Works

- Eligible if cannot access the fixed route system due to disability.
- Customer calls at least one day in advance to reserve a trip.
- Vehicle is scheduled to pick-up and drop-off at specific addressed provided by customer.
- Scheduled as shared-ride service where multiple customers may be picked up/ dropped along the way.
- Required by law to operate a level of service *comparable* to the fixed route service (discussed next).



So what exactly is ADA paratransit service?

ADA paratransit service is for people who are eligible according to the Americans with Disabilities Act. Not all people with disabilities are eligible for ADA paratransit services. Only those who are unable to access the fixed-route system are eligible. ETA Access will have an eligibility process to ensure ETA Access is available for those who cannot use the fixed-route bus system due to a disability.

ADA paratransit does not operate on a fixed-route. Instead, a customer calls in advance to reserve a ride the previous day, and the vehicle is scheduled to pick up and drop off at specific scheduled addresses throughout a designated service area. The service is shared ride service – meaning that other individuals are picked up along the way sharing the trip so that the service is cost efficient. This service is similar to Taxi, Uber or Lyft services in that the vehicle picks up and drops at specific locations but is different in that it is a shared ride service scheduled a day in advance to ensure productive service. Another thing different is that the ADA requires by law a level of service that is comparable to the fixed route service—we will discuss what that means in the next slide.

ADA Paratransit Level of Service

Requirement	ADA Paratransit Service Comparable to Fixed Route
Service area	Operates within 3/4-mile of the fixed-route
Hours and days of service	Operates during same days and hours as fixed-route
Advanced reservation	Accepts advanced reservations at least a day before
Fares	Charges a fare no more than twice the base, non-discounted adult fare for fixed-route
Trip purpose	Accepts all service requests for all trip purposes (no denials)
Capacity constraints	Operates without a pattern or substantial number of untimely pickups, missed trip lengths, excessive telephone hold times

The ADA specifically requires a transit agency to provide *ADA paratransit* at a level of service comparable (similar) to the fixed-route. There are six ADA requirements to be sure the paratransit service is *comparable* to fixed-route.

Paratransit must:

1. Operate in the same service area as the fixed-route system, which is ¾-mile on either side of bus routes (at a minimum).
2. Operate during the same days and hours as the fixed-route service.
3. Accept advance reservations at least the day before.
4. Charge a fare no more than twice the base adult fixed-route fare
5. Serve requests for any trip purpose.
6. Operate without a substantial number of trip denials, untimely pick-ups, or excessively long trips.

Public Outreach Why You Are Needed Today

A public entity that operates fixed route public transit (FRT) is required to provide ADA paratransit service where and when the FRT is provided to individuals who cannot access or use the FRT service because of their disabilities.

Must submit a Paratransit Plan with specific public participation requirements that include:

- **Public outreach** - by the widest range of persons anticipated to use service
- **Consultation** with individuals with disabilities and groups representing them

***You are here today to gain your feedback and consultation on the
ETA Access plan to provide ADA paratransit.***

In compliance with the federal regulations, a public entity is required to develop and submit a paratransit plan. A key element of the ADA Paratransit Plan is to ensure public participation in the development of its paratransit plan that includes the requirement of:

- Public outreach – for participation in the development of the plan by the widest range of persons anticipated to use its paratransit service
- Consultation with individuals with disabilities and groups representing them

You are here today for EPATS to gain your feedback and consultation on ETA Access plan to provide ADA paratransit.

Important: Balance of Sustainability & Performance

Sustainability

Maximize cost efficiency within available resources

The average cost of providing ADA paratransit service is three and a half times more expensive than fixed-route.

US Government Accountability Office Survey

Performance

- On-Time Performance
- Telephone Hold Times
- No Trip Denials
- Eligibility
- Service Area/ Span
- Affordability
- Flexibility

In just a little while, we will be working through a workbook to gain your feedback on specific elements of the ADA Paratransit Plan on policies for operating ETA Access.

We want to time here.

The goal of the ADA Paratransit Plan and for ETA Access services as a whole is to implement policies that achieve a balance of service sustainability and high performance. When we talk about sustainability, we mean providing ETA Access services in a way that maximizes cost efficiency within the resources available. When we talk about performance we mean performing at the highest quality for the customers that includes factors such as:

- On-Time Performance
- Telephone Hold Times
- No Trip Denials
- Eligibility
- Service Area/ Span
- Affordability
- Flexibility

Why is a Balance Important?

The nature of ADA paratransit is that it requires more resources per passenger than any of the other transit service. The average cost of providing ADA paratransit service is three and a half times more expensive than providing fixed-route transit. Let me explain why that is the case

- A fixed-route bus carries an average 10 to 20 passengers per hour, while ADA paratransit averages less than 2 passengers per hour. That is because of the personal nature of the curb-to-curb service.
- When you put the facts together, the average cost per passenger carried on fixed-route is about \$5 to \$10 while the average cost per passenger carried on ADA paratransit is \$25 to \$35.
- And the average ADA fare covers less than 4% of the cost of the service.

So implementing policies that balance sustainability and performance is important. Balancing sustainability with performance means that we can support a high quality of service with the resources we have available, in a way that is balanced and supports our goal to develop a complete network of transportation services— and provides everyone travel choices.

As you move through the workbook and provide your answers, please keep this balance in mind.

Public Feedback 7 Areas of Interest-Workbook Overview

Service Area

Service Days and Hours

Fare Policy

On-Time Performance

Telephone Performance

Eligibility Program

Coordination

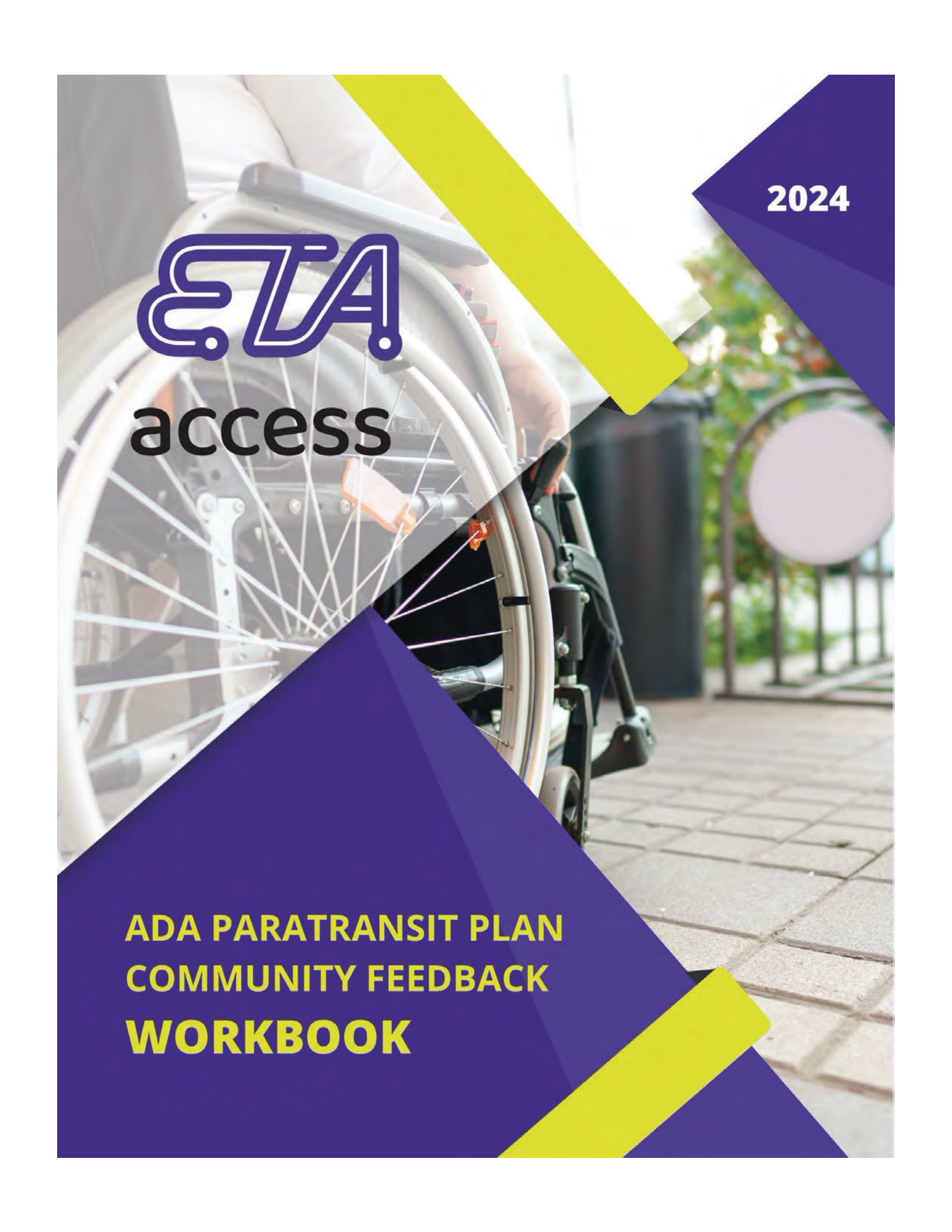
8

Tonight/today we want to gain feedback from you on seven areas to develop the ADA Paratransit Plan:

- Service Area
- Service Days and Hours
- Fare Policy
- On-time Performance
- Telephone Capacity
- Eligibility Program
- Coordination

We have researched industry standards and what other peer agencies are doing to develop sustainable and quality ADA paratransit services. The proposed draft ADA Plan is based on this research.

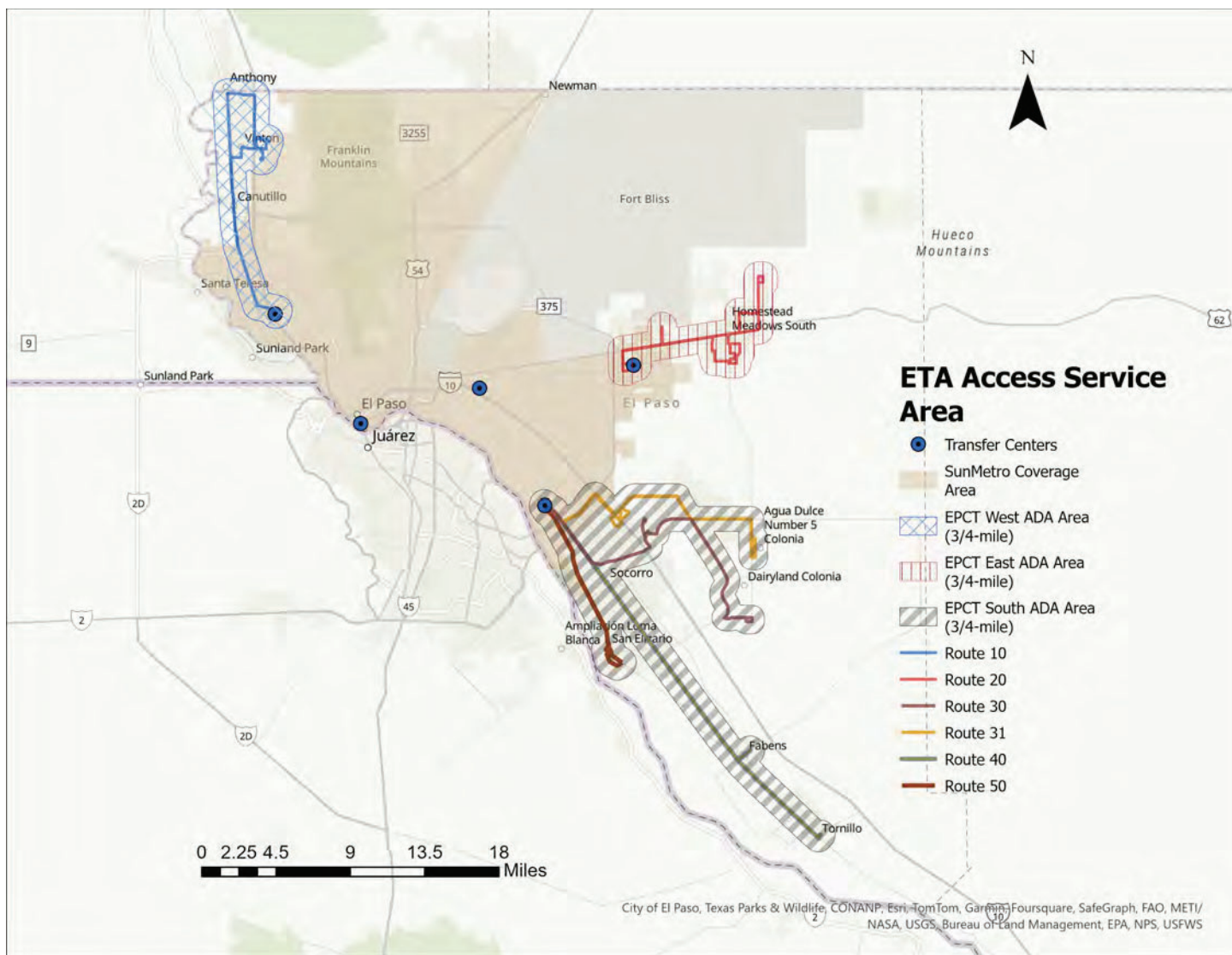
We will discuss each of these seven areas of interest in smaller groups. Please give us your thoughts by participating in the discussion and answering the questions in your workbook.



2024

ETA
access

**ADA PARATRANSIT PLAN
COMMUNITY FEEDBACK
WORKBOOK**



ADA PARATRANSIT PLAN COMMUNITY FEEDBACK WORKBOOK

Dialogue Focus

- Balance of Service Sustainability
- And Service Performance

Goal: For individuals with disabilities and groups representing individuals with disabilities to provide input on the 7 areas of interest into the development of the ADA paratransit plan

Desired Outcome: Gauge public opinion on the ADA Plan 7 areas of interest, and use the public feedback to inform the ADA paratransit plan.

Your participation to answer the questions in this workbook is **voluntary**. Your answers will be **anonymous** (please do not record your name). Respondents **must be 18 years or older**.

Staff is available if you have a question.

The discussion group will take about 90 minutes.
If you need assistance, or if you would like a private space to answer the questions, please tell your group facilitator.

The purpose of the questions in this workbook is to gather community feedback on the El Paso Area Transportation Services, LGC (EAS) ADA Paratransit Plan.

EPATS is conducting these community workshops. EPATS asked the Texas A&M Transportation Institute (TTI) to record and summarize the responses to the questions in this workbook.

I am responsible for ensuring all responses are anonymous and accurately reported. If you have questions about this workbook please contact:

Reyna Mayorga, El Paso County Planning & Development Department at (915) 273-3330, rmayorga@epcounty.com.

ADA PARATRANSIT PLAN COMMUNITY FEEDBACK WORKBOOK

ETA Access EPATS ADA Paratransit Plan

Small Group Discussion Format

- Each group will have:
 - Facilitator
 - Note Taker
 - Workbooks for all participants
- Facilitators will lead groups through the 7 areas of interest
- TTI staff is on hand as technical resources
- Timer – 10 minutes per topic
- A glossary of terms is listed in the back of the workbook as well as an extra page for additional comments.

**Workbooks with responses will be collected
at the end of the workshop**

Additional workbook copies will be available, upon
request, when you leave.

1

Service Area

ADA regulations require transit agencies that operate fixed route transit to also provide complementary ADA paratransit service. At a minimum, the service must operate within the same service area that is within 3/4-mile on either side of fixed routes.

Americans with Disabilities Act of 1990 (ADA)

Agencies that operate fixed route service must provide ADA paratransit service *c mparable* to the fixed route system.

Transit agencies may choose to offer premium service. Premium means service that extends beyond the minimum ADA requirements.

Transit agencies may charge a higher fare for premium service.

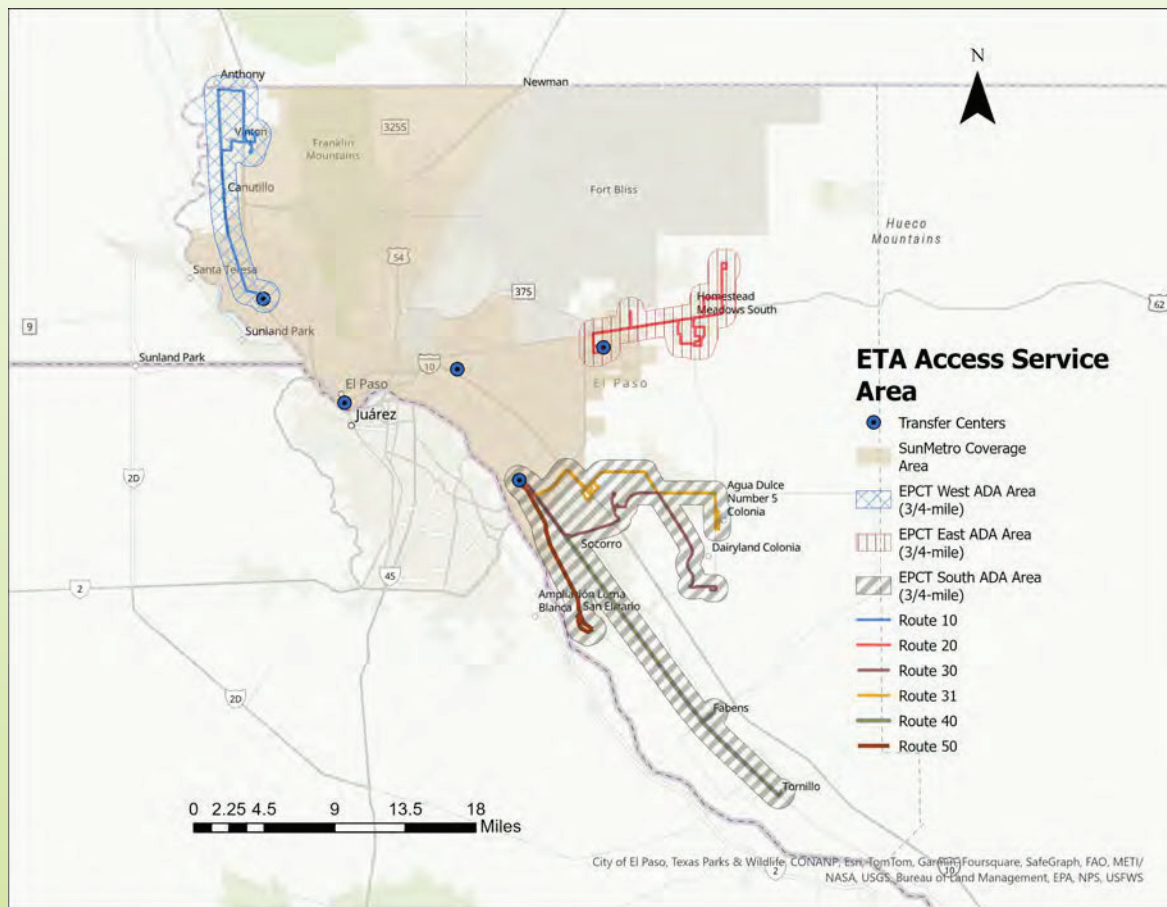
EPATS Proposed Policy and Practices

ETA Access will serve three zones—West, East and South within the 3/4-mile corridor of fixed routes (see Map).

ETA Access also proposes to provide premium service to connect to Sun metro's ADA Paratransit service area—limited to 3/4-mile corridor of Sun Metro's fixed routes.

The premium service trip lengths will be about twice the mileage and will cost EPATS about twice the cost to provide.

Proposed ETA Access Service Area Map



Do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
ETA Access should provide premium service to connect to Sun Metro's ADA paratransit service area.	☐	☐	☐	☐	☐

Comments

2

Service Days and Hours

ADA regulations require transit agencies that operate fixed route transit to also provide complementary ADA paratransit service. At a minimum, the service must operate within the same days and hours as the fixed routes.

American with Disabilities Act of 1990 (ADA)

Agencies are obligated to provide ADA paratransit on the same days and during the same hours as the fixed route service.

The ADA does not require paratransit service to operate when the fixed route is not in operation.

For example, not all El Paso County fixed routes operate on Sunday and some routes start later than others on weekdays. The ADA does not require that the paratransit system operate when these fixed routes are not operating.

EPATS Proposed Policy and Practices

E A Access proposes service to operate seven days a week for all ETA Access zones (meeting ADA requirements) for use of service.

E A Access proposes service to begin when the earliest fixed route begins, and end when the last fixed route ends (meeting ADA requirement) for use of service.

The E A Access proposed service days and hours are as follows:

Monday through Friday:
5:00 am to 8:20 pm

Saturday/Sunday:
7:00 am to 6:00 pm

Peer Transit Agencies

Some transit agencies strictly provide ADA paratransit service on days and hours when fixed route service starts and ends. Agencies can expand and contract ADA paratransit hours throughout the day to mimic the fixed route.

any transit agencies opt to set service hours by the first fixed route of the day to the last fixed route of the day offering a higher level of service availability.

Agencies may also provide service seven days a week even when fixed route service is not 7-day service offering a higher level of service availability.

Offering 7-day service with expanded service hours requires more agency resources (higher cost), and at the same time increases access for the customer to jobs, education, and recreation.

Do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
ETA Access service should operate with the expanded proposed service schedule.	☐	☐	☐	☐	☐

Comments

3

Fares

A transit agency charges the customer a fare to cover a portion of the cost of providing the service.

The average cost of providing ADA paratransit service is three and a half times more expensive than fixed route.

American with Disabilities Act of 1990 (ADA)

Fares for ADA paratransit cannot exceed twice the fare for a similar trip at the same time of day on the fixed route system.

Transit agencies may charge a premium fare for service beyond the minimum required 3/4-mile boundary.

A personal care attendant (someone who provides assistance to the ADA-eligible rider) shall not be charged a fare.

The fare for a companion is the same as for the ADA-eligible paratransit rider.

EPATS Proposed Policy and Practices

EPATS fixed route bus fare is \$1.50. ETA Access *could* charge a maximum \$3.00 fare.

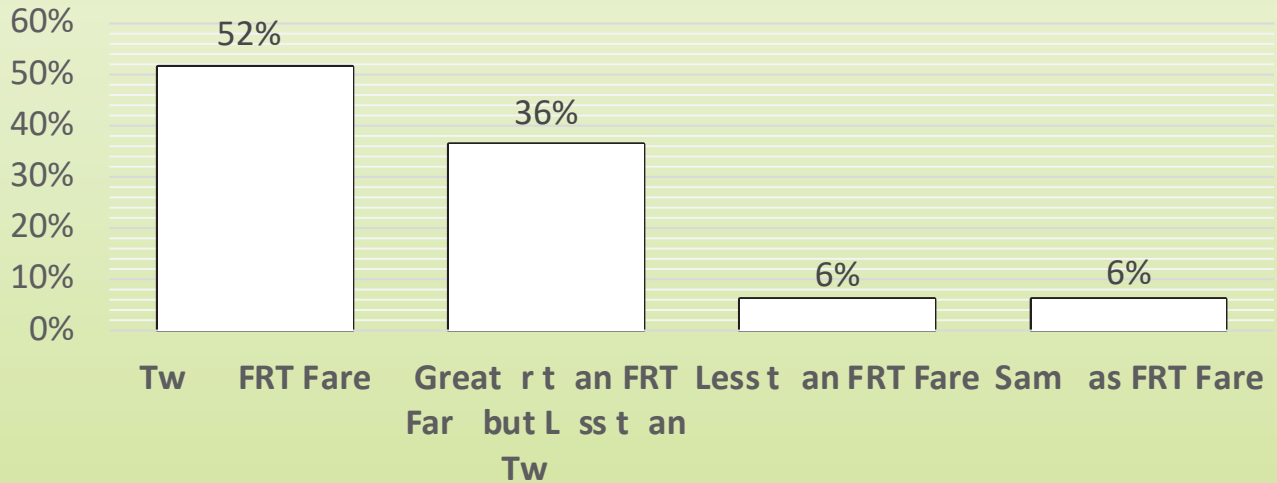
ETA Access proposes a fare of \$2.50 per passenger trip which is the same as Sun Metro's ADA paratransit (LIFT) fare.

For trips connecting to the Sun Metro ADA paratransit service area (premium service), ETA Access proposes to charge a fare of \$5.00 for the longer, more costly trips.

The proposed fare is estimated to cover about 4% of ETA Access operating costs.

Peer Transit Agencies

There are 33 Texas transit agencies that provide ADA paratransit. These include rural, small urban and large urban transit agencies. The below chart provides the percent of the 33 agencies that have ADA fares greater than or less than the fixed route transit (FRT) fare:



Do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
ETA Access should consider a higher fare than \$2.50 to cover a higher percent of the operating cost.	☐	☐	☐	☐	☐

ETA Access should consider a premium fare of \$5.00 to serve the longer distance, more costly trips into the Sun Belt service area.	☐	☐	☐	☐	☐
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Comments

4

On-Time Performance

On-time performance (OTP) is the ability to pick up and drop-off customers within a set time window. OTP is a factor of scheduling and dispatch, customer no-shows/late cancellations, driver experience, vehicle reliability, and traffic/weather conditions.

Americans with Disabilities Act of 1990 (ADA)

Transit agencies must not have a significant number of pick ups and drop-offs outside of the on-time performance windows.

Compliance is a factor of the number of trips within the pick up window and how transit agency practices keep service on-time.

Agencies should not have practices that cause trips to be late, such as scheduling trips too tightly or not having enough back-up service.

EPATS Proposed Policy and Practices

ETA Access proposes that a trip is considered on-time if the vehicle arrives:

For Scheduled Pickups. Within 15 minutes before and 15 minutes after the scheduled pick up time (30-minute window)

For Scheduled Drop-offs. Within 30-minutes prior to the drop-off time

ETA Access performance goal is 100% with a 90% OTP standard for assessing contractor incentives and penalties.

Peer Transit Agencies

The industry standard window is 30 minutes. Longer pick up windows can be a burden on the customer, and can cause inefficient scheduling, and more costly service.

Systems should not have policies that cause late trips such as scheduling too tightly or not having enough backup drivers or vehicles. A 90% standard is common especially for agencies with longer trip lengths.

Do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
For trips scheduled by pickup time , ETA Access pick-up window should be 15 minutes before and 15 minutes after the scheduled time to be considered on-time.	☐	☐	☐	☐	☐
For trips scheduled by drop-off time, ETA Access drop-off window should be 0 to 30 before the drop-off to be considered on-time.	☐	☐	☐	☐	☐
The ETA Access on-time performance standard should be 90%.	☐	☐	☐	☐	☐
Comments					

5

Telephone Capacity

Transit agencies must have the ability to answer customer telephone calls to make a trip reservation, and to find out about the location of their vehicle and ride status. This means that the transit agency must have systems and staffing to meet the call volumes.

Americans with Disabilities Act of 1990 (ADA)

Agencies should design and implement systems that minimize:

- unduly long hold times,
- "circuits are busy" messages,
- disconnects, and
- placing answered calls on hold after answered (second holds).

FTA has made it clear that establishing standards and monitoring telephone hold times are key elements of ADA compliance.

EPATS Proposed Policy and Practices

ETA Access proposes to measure hold times by their **maximum** length, and also the **average** hold time for each hour.

Reservations

ETA Access proposes the goal for reservations calls to be answered in less than two minutes on average and within a maximum of 5 minutes.

Ride Status

ETA Access proposes the goal for customer calls into dispatch ("where's my ride", "late ride", and "ride status") to be answered in less than 1 minute on average and within a maximum of 2 minutes. These calls impact service quality in real time.

Peer Transit Agencies

Current practice is to measure average and maximum hold times in hour increments. Good call center practices include:

- Adequate staffing throughout the day to match call volumes to ensure telephone capacity.
- Consistent documentation of trip information to ensure is recorded correctly and communicated to the customer effectively.

Do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
ETA Access reservations call standard should be calls answered in less than 2 minutes on average and 5 minutes maximum.	☐	☐	☐	☐	☐
ETA Access dispatch call standard should be calls answered in less than 1 minute on average and 2 minutes maximum.	☐	☐	☐	☐	☐

Comments

6

Eligibility Program

The eligibility process determines who qualifies for paratransit service. A good process determines who is eligible based only on an applicant's inability to use fixed route services. The process ensures ADA paratransit is available to individuals that qualify for the service.

Americans with Disabilities Act of 1990 (ADA)

Eligibility for ADA paratransit is for:

1. People whose disability prevents them from using the fixed route service.
2. People with disabilities who *can* use the fixed route but the fixed route vehicle or the bus stop is inaccessible.
3. People whose disability prevents them from traveling to or from the bus stop or train station due to obstacles that impede them.

ADA gives transit agencies flexibility to design their own eligibility procedures— transit agencies typically use variations of a paper application, in-person interview and/or a functional assessment (observation of applicant's ability to navigate the fixed route).

EPATS Proposed Policy and Practices

- All fixed route buses are lift equipped to provide access for all riders.
- ETA Access proposes to use a paper application and telephone interview to determine eligibility.
- An in-person functional assessment **may** also be requested by ETA Access to get more detailed information about traveler abilities than might be possible using only the paper application form and telephone interview.
- ETA Access proposes that appropriate professionals such as occupational therapists, physical therapists, or orientation and mobility specialists will conduct the functional assessment.

Peer Transit Agencies

Many agencies use functional assessments to better understand the applicant's abilities to use fixed route services.

- Dallas DART staff includes an Eligibility and Training Specialist to assess an applicant's physical, cognitive or visual ability to access the fixed route.
- Easter Seals Project Action recommends using appropriate professionals such as occupational therapists, physical therapists, or orientation and mobility specialists to conduct the functional assessment.

Using an independent third party to determine eligibility reduces a potential conflict of interest.

Do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
ETA Access should consider contracting with an independent third-party to determine an applicant's eligibility.	☐	☐	☐	☐	☐
ETA Access should consider including a functional assessment as part of the eligibility process on an as-needed basis.	☐	☐	☐	☐	☐

Comments

7

Coordination

The FTA states that where coordination exists “citizens benefit from more extensive service, lower costs and easier access to transportation. Coordination can improve overall mobility within a community.”

EPATS, LGC was created for the purpose of encouraging and assisting local units of government to join and cooperate to provide regional multimodal transportation solutions.

Act of 1990 (ADA)

The FTA requires that ADA paratransit plans include efforts to coordinate service with other entities which have overlapping or contiguous service areas or jurisdictions.

Transit providers are encouraged to coordinate **“to prevent political boundaries from becoming barriers to the travel of individuals with disabilities.”**

FTA encourages transit agencies with contiguous service areas or serving a defined region to coordinate **eligibility determinations** to facilitate regional travel.

FTA encourages coordination with other public entities or private property owners for **bus stops and sidewalks.**

Policy and Practices

ETA Access proposes to provide premium service outside of the ETA Access service area to provide round trip travel from the ETA Access service area to the Sun Belt ADA paratransit required service area.

ETA Access proposes to provide Sun Belt FT customers service from 3 transit centers into the ETA Access service area and back to destinations within Sun Belt ADA paratransit required service area.

ETA Access proposes to recognize Sun Belt FT eligibility determinations as automatically eligible for ETA Access services.

Peer Transit Agencies

Examples of peer agency coordination efforts include:

- Cross-area service
- Cost sharing and funding to enhance transportation for people with disabilities
- Eligibility determination program sharing
- Joint vehicle procurement
- Facility sharing
- Travel training program sharing
- Maintenance/ parts sharing programs
- Improvements to fixed route access for individuals with disabilities (e.g., sidewalk construction)

Do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
ETA Access should recognize Sun Metro FT customers as automatically eligible for ETA Access service.	☐	☐	☐	☐	☐
Sun Metro should recognize ETA Access customers as automatically eligible for Sun Metro FT service.	☐	☐	☐	☐	☐

Comments

We appreciate your responses to the following questions:

Do you ride... (check all that apply):

☐ Sun Metro LIFT	☐ Vanpool
☐ Sun Metro Bus	☐ Project Amistad transportation
☐ EPA S fixed route	☐ I don't use public transit
☐ Other _____	

Please tell us what year you were born. _____

How many family members live in your household? _____

What do you estimate was your combined annual household income in 2023?

☐ Below \$15,000	☐ \$50,001-\$80,000
☐ \$15,000-\$32,000	☐ Above \$80,000
☐ \$32,001-\$50,000	

What is your gender? ☐ Male ☐ Female ☐ Other

What primary language?

☐ Spanish ☐ English ☐ Other

What is your zip code? _____

Additional Comments

Glossary

Americans with Disabilities Act of 1990 (ADA)—is a law that gives civil rights protections to individuals with disabilities and in particular mandates that public entities that provide fixed route transit service must also operate ADA paratransit service for people with disabilities who cannot use the fixed-route bus.

ADA Paratransit—is transit service for people with disabilities who cannot use the fixed route bus service because of a disability. ADA paratransit is reserved in advance, and the vehicle picks up and drops at specific scheduled addresses throughout a designated service area. The ADA law requires that agencies that operated fixed route transit service must operate ADA paratransit service.

Comparable Service is a term used to describe the ADA requirement to provide *complementary* service or comparable in that it must be offered on the same days and same times as fixed route.

El Paso Area Transportation Service, Local Government Corporation (EPAT) is an organization formed in 2021 for the purpose of encouraging and assisting [and funding] local units of government to join and cooperate with one another to provide and deliver regional multimodal transportation solutions for the residents of the Greater El Paso community. The EPATS is a partnership between the County, Horizon City, the City of San Elizario, and the Village of Vinton.

ETA Access is the El Paso County branded name for the ADA paratransit service

ETA Access Base Service Area serves a $\frac{3}{4}$ -mile area on each side of the six (6) FRT bus routes. There are three ADA paratransit zones—West, East, and South.

The West ADA paratransit service area serves the area around Route 10. The boundary includes portions of Anthony Texas and Anthony New Mexico, Westway, the Village of Vinton, and Canutillo and serves Sun Metro's Westside Transfer Center via the Doniphan Road corridor.

The East ADA paratransit service area serves the area around Route 20. The boundary includes portions of Homestead Meadows North and South and serves Sun Metro's Upper Eastside Transfer Center via the Montana Avenue Corridor.

The South ADA paratransit service serves the area around four routes (Route 30, 31, 40, and 50). The boundary includes portions of Horizon City, Agua Dulce, Las Colonias, Sparks, Tornillo, Fabens, San Elizario and Socorro, and Mission Del Paso campus of El Paso County Community College. The South ADA paratransit service area connects to Sun Metro's Mission Valley Transfer Center.

Federal Transit Administration (FTA) is the U.S. Department of Transportation agency responsible for regulations to implement ADA provisions for public transportation.

Fixed Route Transit (FRT)—fixed route transit is bus (or rail) service that operate on set routes, with set schedules, and set stops.

Functional Assessment is an assessment by an appropriate professional (such as an occupational therapist) to assess an individual's abilities to use the fixed route transit system.

Local Government Corporation (LGC) is a public, non-profit corporation created to aid and act on behalf of one or more local governments to accomplish any governmental purpose of those local governments.

Urban Metro Service Area is the public transit provider that operates local bus, rapid transit routes, and complementary paratransit for individuals with disabilities (FTA) within the city limits of City of El Paso

Cost Effectiveness means providing a system that maximizes cost efficiency within resources available.

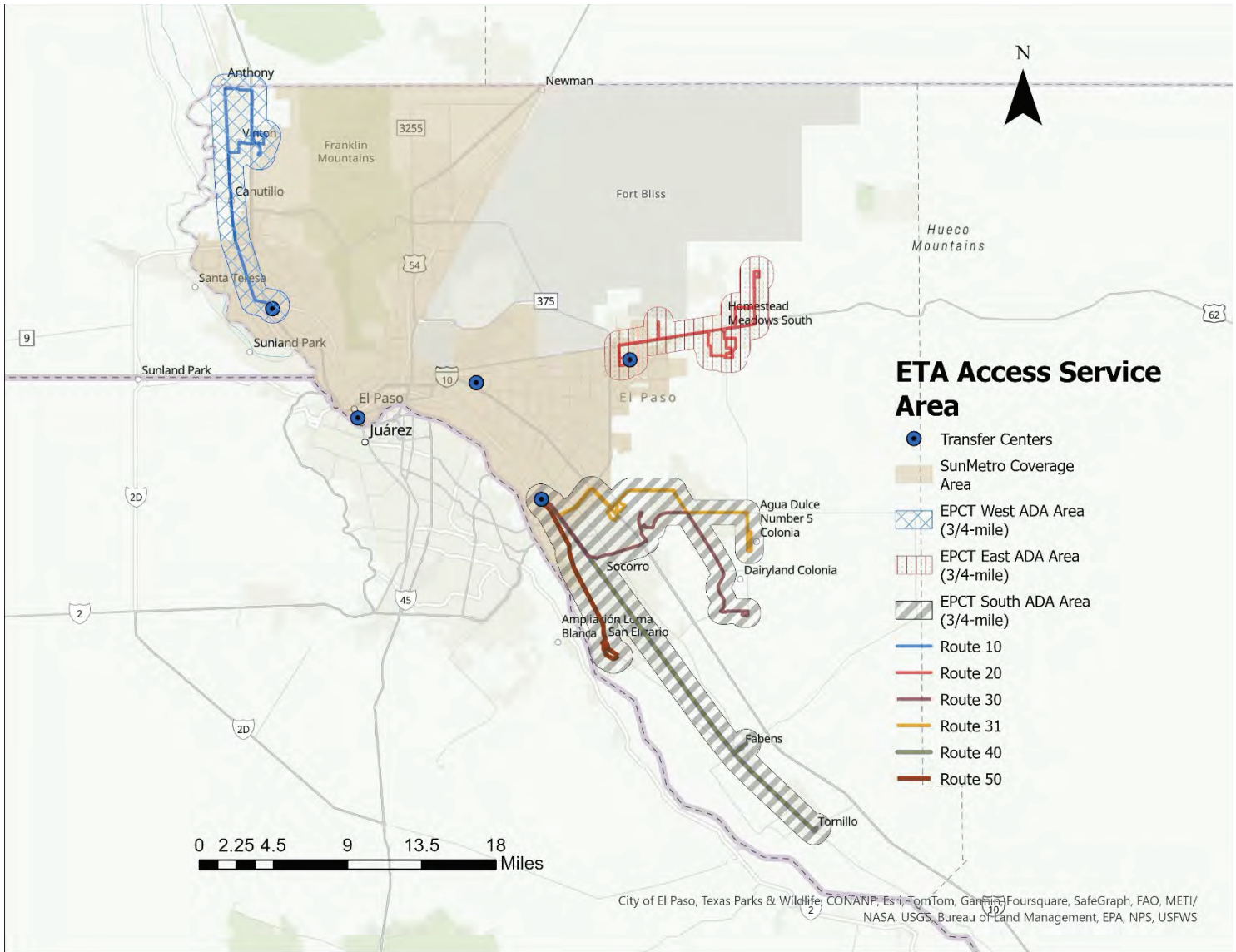
Telephone Capacity is the ability of the agency to meet the telephone call demand for ADA paratransit. A telephone capacity concern for ADA paratransit is having enough telephone lines and staffing available to accept calls throughout the day.

PLAN DE PARATRÁNSITO ADA OPINIÓN COMUNITARIA CUADERNO DE TRABAJO

access



2024



PLAN DE PARATRÁNSITO ADA

OPINIÓN COMUNITARIA

CUADERNO DE TRABAJO

Enfoque del diálogo:

- Equilibrio entre la sostenibilidad del servicio y el desempeño del servicio

Meta: Que las personas con discapacidades y los grupos que representan a personas con discapacidades proporcionen información sobre las 7 áreas de interés en el desarrollo del Plan de Paratrásito ADA.

Resultado ideal: Evaluar la opinión pública sobre las 7 áreas de interés del Plan ADA y utilizar los comentarios del público para informar sobre el Plan de Paratrásito ADA.

Su participación para responder las preguntas de este libro de trabajo es **voluntaria**. Sus respuestas serán **anónimas** no registre su nombre). Los encuestados deben tener **18 años o más**.

El personal capacitado está disponible si tiene alguna pregunta.

El grupo de discusión durará unos 90 minutos.
Si necesita ayuda o si desea un espacio privado para responder las preguntas, comuníquese al moderador de su grupo.

El propósito de las preguntas de este cuaderno de trabajo es recopilar comentarios de la comunidad sobre el LGC Plan de Paratransito ADA de los Servicios de Transporte del Área de El Paso EPATS).

EPATS está llevando a cabo estos talleres comunitarios. EPATS solicitó al Instituto de Transporte de Texas A&M TTI por sus siglas en inglés) que registrará y sintetizará las respuestas a las preguntas de este cuaderno de trabajo.

TTI es responsable de garantizar que todas las respuestas sean anónimas y se reporten con precisión. Si tiene preguntas sobre este cuaderno de trabajo, comuníquese con:

Reyna Mayorga, El Paso County Planning & Development Department at 915) 273-3330, rmayorga@epcounty.com.

EPATS Plan de Paratransito ADA - Divulgación Comunitaria
Primavera 2024

PLAN DE PARATRÁNSITO ADA OPINIÓN COMUNITARIA CUADERNO DE TRABAJO

ETA Access

Plan de Paratránsito ADA de EPATS

Formato de discusión en grupos pequeños

Cada grupo tendrá:

- Moderador
- Tomador de notas (secretario)
- Cuadernos de trabajo para todos los participantes

Los moderadores guiarán a los grupos a través de las 7 áreas de interés

- El personal de TTI está disponible como recurso técnico
- Tiempo límite: 10 minutos por tema
- En la parte final del cuaderno de trabajo se incluye un glosario de términos, así como una página adicional para comentarios adicionales

Al concluir la reunión, habrá copias adicionales del cuaderno de trabajo disponibles para quien las solicite.

Las regulaciones de la ADA requieren que las agencias de transporte público que operan rutas fijas también brinden servicio de paratransito complementario exclusivo para personas con alguna discapacidad. Como mínimo, el servicio debe operar dentro de la misma área de servicio que esté a 3/4 de milla de distancia de cada lado de las rutas fijas.

Ley de 1990 para Estadounidenses con Discapacidades ADA por sus siglas en inglés)

Las agencias que operan el servicio de ruta fija deben proporcionar un servicio de paratransito ADA comparable al sistema de ruta fija.

Las agencias de transporte pueden optar por ofrecer un servicio premium. Premium significa que el servicio se extiende más allá de los requisitos mínimos de la ADA.

Las agencias de transporte público pueden cobrar una tarifa más alta por el servicio premium.

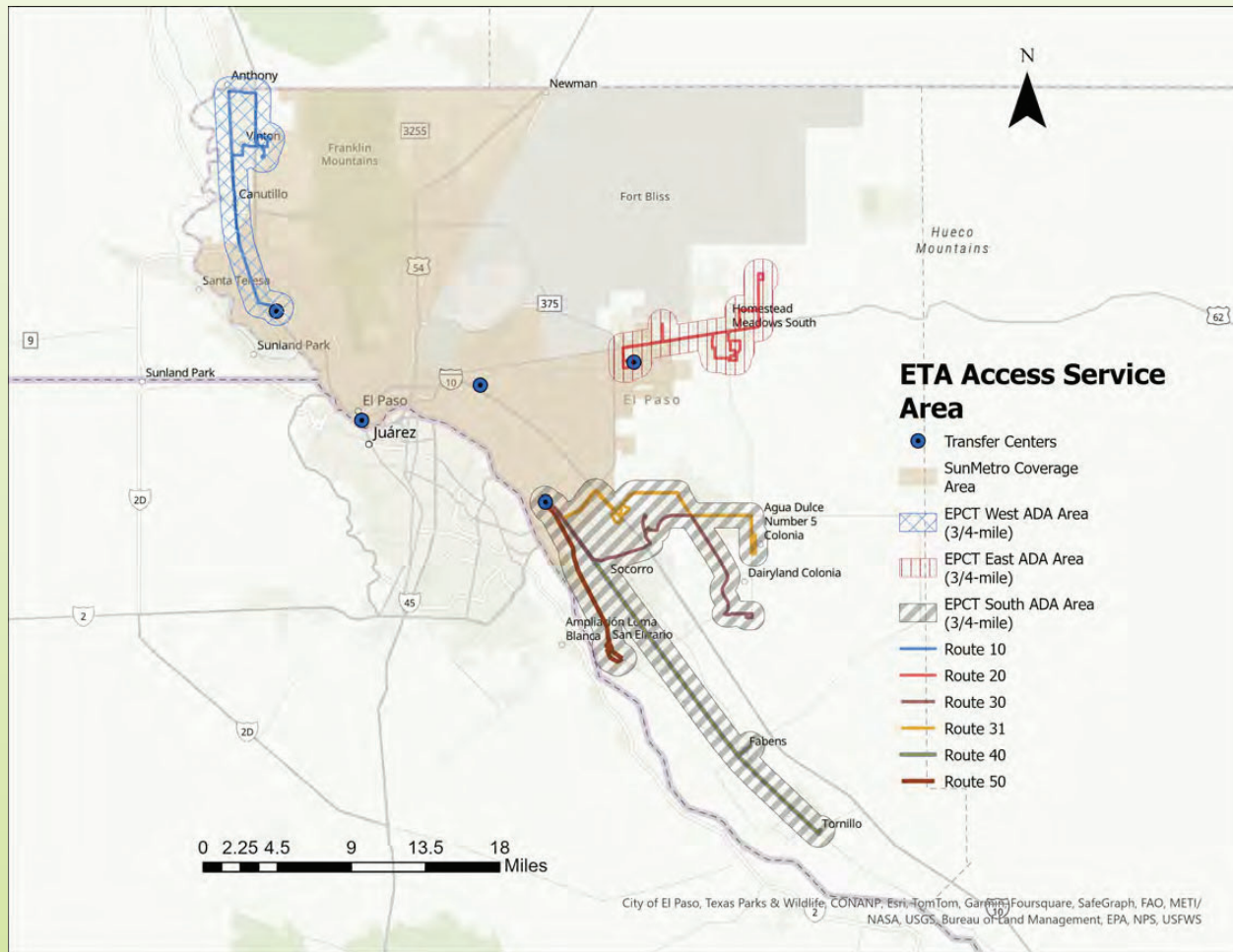
EPATS Políticas y Prácticas Propuestas

El servicio de paratransito *ETA Access* prestará servicio en tres zonas: oeste, este y sur, dentro de un área de $\frac{3}{4}$ de milla que sigue el recorrido de las rutas fijas (ver mapa).

El servicio de paratransito *ETA Access* también propone brindar un servicio premium para conectarse al área de servicio ADA de Paratransito de Sun Metro, limitado al corredor de 3/4 de milla de las rutas fijas de Sun Metro.

La distancia de los viajes del servicio premium será aproximadamente el doble y le costará a EPATS aproximadamente el doble del costo por brindar este servicio.

Mapa propuesto del área de servicio de *ETA Access*



¿Está de acuerdo o en desacuerdo con las siguientes afirmaciones?

Pregunta: El servicio “ETA Acces” debe proporcionar un servicio premium para conectarse al área de servicio de paratransito ADA de Sun Metro.

Totalmente de acuerdo

De acuerdo

Sin opinión

En desacuerdo

Totalmente en desacuerdo

☐
☐
☐
☐
☐

Comentarios

2 Días y horas de servicio

La normativa de la ADA exige que las agencias de transporte público que operan rutas fijas ofrezcan también un servicio complementario de paratransito ADA. Como mínimo, el servicio debe funcionar en los mismos días y horas que las rutas fijas.

Ley sobre Estadounidenses con discapacidades ADA por sus siglas en inglés) de 1990

Las agencias están obligadas a ofrecer servicio de paratransito ADA los mismos días y durante las mismas horas que el servicio de ruta fija.

La ADA no exige que el servicio de paratransito opere cuando la ruta fija no está en funcionamiento.

Por ejemplo, no todas las rutas fijas en el condado de El Paso operan en domingo, y otras rutas comienzan más tarde que otras entre semana. La ADA no requiere que haya servicio de paratransito cuando estas rutas fijas no están en servicio.

Política y prácticas propuestas por EPATS

ETA Access propone que el servicio funcione los siete días de la semana para todas las zonas dentro de *ETA Access* superando los requisitos de la ADA para facilitar su uso.

ETA Access propone que el servicio empiece cuando la primera ruta fija comienza y termine cuando la última ruta fija se acabe superando el requisito de la ADA) para facilitar su uso.

Los días y horas de servicio propuestos para *ETA Access* son los siguientes:

Lunes a Viernes: de 5:00am a 8:20pm

Sábado/Domingo: de 7:00am a 6:00pm

Agencias Asociadas de Transporte

Algunas agencias de transporte público ofrecen estrictamente el servicio de paratransito de la ADA en los días y horas en que comienza y termina el servicio de ruta fija. Las agencias pueden ampliar y reducir las horas de servicio de paratransito ADA a lo largo del día para imitar la ruta fija.

Muchas agencias de transporte público optan por establecer las horas de servicio desde la primera ruta fija del día hasta la última ruta fija del día, ofreciendo un mayor nivel de disponibilidad del servicio.

Las agencias también pueden ofrecer servicio los siete días de la semana, incluso cuando el servicio de ruta fija no sea de 7 días, ofreciendo un mayor nivel de disponibilidad del servicio.

Ofrecer un servicio de 7 días con un horario de servicio ampliado requiere más recursos por parte de la agencia (mayor costo), pero al mismo tiempo aumenta el acceso del cliente a puestos de trabajo, educación y recreación.

¿Está de acuerdo o en desacuerdo con las siguientes declaraciones?

El servicio ETA
Access debería
operar con el
horario de servicio
ampliado
propuesto.

Totalmente
de acuerdo

☐

De
acuerdo

☐

Sin
opinión

☐

En
desacuerdo

☐

Totalmente en
desacuerdo

☐

Comentarios

Tarifas

Una agencia de transporte público cobra al cliente una tarifa para cubrir una parte del costo del servicio.

El costo medio de proporcionar el servicio de paratransito ADA es tres veces y medio más caro que el de ruta fija.

Las tarifas del paratransito ADA no pueden superar el doble de la tarifa de un viaje similar a la misma hora del día en el sistema de ruta fija.

Las agencias de transporte pueden cobrar una tarifa adicional por el servicio que exceda el límite mínimo exigido de 3/4 de milla.

No se cobrará tarifa a los asistentes de cuidados personales (personas que ayudan a los pasajeros que cumplen los requisitos de la ADA).

La tarifa para un acompañante es la misma que para el usuario de paratransito elegible para la ADA.

La tarifa del autobús de ruta fija EPATS es de \$1.50. *ETA Access* podría cobrar una tarifa máxima de \$3

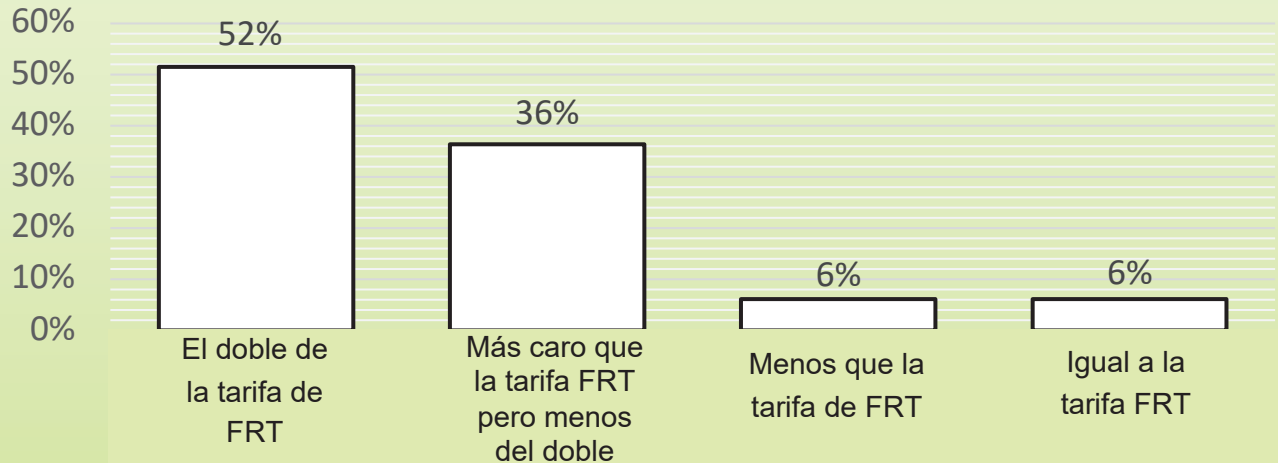
ETA Access propone una tarifa de \$2.50 por viaje por pasajero, que es la misma que la tarifa de paratransito ADA (LIFT) que ofrece Sun Metro.

Para los viajes que conectan con el área de servicio de paratransito Sun Metro ADA (servicio premium), *ETA Access* propone cobrar una tarifa de \$5 por los viajes más largos y costosos.

Se calcula que la tarifa propuesta cubrirá aproximadamente el 4% de los gastos de operación de *ETA Access*.

Agencias Asociadas de Transporte

Hay 33 agencias de transporte público en Texas que ofrecen servicio de paratransito ADA. Entre ellas hay agencias rurales, pequeñas y grandes agencias de transporte urbanas. La siguiente tabla muestra el porcentaje de las 33 agencias que tienen tarifas ADA mayores o menores que la tarifa de transporte público de ruta fija FRT por sus siglas en inglés):



¿Está de acuerdo o en desacuerdo con las siguientes declaraciones?

ETA Access debería considerar una tarifa más alta de \$2.50 para cubrir un porcentaje de costos operacionales.

Totalmente de acuerdo

☐

De acuerdo

☐

Sin opinión

☐

En desacuerdo

☐

Totalmente en desacuerdo

☐

ETA Access debería considerar una tarifa premium de \$5.00 para cubrir viajes más largos y costosos dentro del área de servicio de Sun Metro.

☐
☐
☐
☐
☐

Comentarios

4

Puntualidad Garantizada

Puntualidad Garantizada (OTP por sus siglas en inglés) es la habilidad de recoger y dejar a los pasajeros a su destino en el margen de tiempo establecido. OTP es un factor de programación de horario y envío, de ausencia/ cancelación de última hora por parte de clientes, de la experiencia del conductor, la fiabilidad del vehículo y las condiciones climatológicas y de tráfico.

Las agencias de transporte no deben tener un número significativo de viajes de ascenso y descenso de pasajeros fuera de las ventanas de puntualidad. El cumplimiento es un factor del número de viajes dentro de la ventana de ascenso de pasajeros y de cómo en la práctica la agencia de transporte público mantiene el servicio a tiempo. Las agencias no deben tener prácticas que provoquen que los viajes lleguen tarde, como programar los viajes demasiado juntos o no tener suficiente servicio de reserva.

ETA Access propone que un viaje se considere puntual si el vehículo llega:

Para ascenso programado. Dentro de los 15 minutos antes y 15 minutos después de la hora de la llegada programada (ventana de 30 minutos).

Para descenso programado. Dentro de los 30 minutos antes de la hora de entrega

El objetivo de cumplimiento de *ETA Access* es del 100% con un estándar de OTP del 90% para evaluar los incentivos y las penalizaciones de los contratistas.

Agencias Asociadas de Transporte

El plazo estándar en la práctica es de 30 minutos. Las ventanas de ascenso más largas pueden ser una carga para el cliente y pueden causar una programación ineficiente del viaje y un servicio más costoso.

Los sistemas no deben tener políticas que provoquen retrasos en los viajes, como por ejemplo programar los viajes demasiado juntos o no disponer de suficientes conductores o vehículos de reserva. Una práctica estándar del 90% es común, especialmente para las agencias con viajes de mayor duración.

¿Está de acuerdo o en desacuerdo con las siguientes declaraciones?

	Totalmente de acuerdo	De acuerdo	Sin opinión	En desacuerdo	Totalmente en desacuerdo
Para los viajes programados de ascenso, la ventana de <i>ETA</i> Access para recoger al pasajero debe ser de 30 minutos antes y 15 minutos después de la hora programada para que se considere puntual.	☐	☐	☐	☐	☐
Para los viajes programados de bajada (descenso), la ventana de <i>ETA</i> Access para bajar a un pasajero debe ser de 0 a 30 minutos antes de la bajada para considerarse puntual.	☐	☐	☐	☐	☐
La norma de puntualidad de <i>ETA</i> Access debe ser del 90%.	☐	☐	☐	☐	☐

Comentarios

Las agencias de transporte deben tener la capacidad de responder a las llamadas telefónicas de los clientes para hacer una reserva de viaje, y para saber la ubicación de su vehículo y el estado del viaje. Esto significa que la agencia de transporte público debe disponer de sistemas y personal para atender el volumen de llamadas.

Ley sobre Estadounidenses con discapacidades ADA por sus siglas en inglés) de 1990

Las agencias deben diseñar y aplicar sistemas que reduzcan:

- tiempos de espera indebidamente largos,
- mensajes de "línea ocupada",
- desconexiones, y colocación de llamadas en espera después de contestadas segundas esperas).

La FTA ha dejado claro que el establecimiento de normas y la supervisión de los tiempos de espera telefónica son elementos clave del cumplimiento de la ADA.

Política y prácticas propuestas por EPATS

ETA Access propone medir los tiempos de espera por su duración máxima, y también el tiempo medio de espera de cada hora.

Reservaciones

ETA Access propone el objetivo de que las llamadas para reservaciones se contesten en un promedio de menos de dos minutos y en un máximo de 5 minutos.

Estado del viaje

ETA Access se propone como objetivo que las llamadas de los clientes a la central "dónde está mi vehículo", "vehículo retrasado" y "estado de mi viaje" se respondan en promedio en menos de 1 minuto y en un máximo de 2 minutos. Estas llamadas influyen en la calidad del servicio en tiempo real.

Agencias Asociadas de Transporte

La práctica actual es medir los tiempos de espera promedio y máximos en incrementos de una hora. Las mejores prácticas de los centros de llamadas incluyen:

- Dotación de personal adecuado a lo largo del día para igualar los volúmenes de llamadas y garantizar la capacidad telefónica.
- Documentación coherente de la información del viaje para garantizar que se registre correctamente y se comunique eficazmente al cliente.

¿Está de acuerdo o en desacuerdo con las siguientes declaraciones?

La norma para las llamadas de reservas de *ETA Access* debe ser que las llamadas se contesten en promedio en menos de 2 minutos y 5 minutos como máximo.

Totalmente de acuerdo

☐

De acuerdo

☐

Sin opinión

☐

En desacuerdo

☐

Totalmente en desacuerdo

☐

La norma para las llamadas de despacho de *ETA Access* debe ser que las llamadas se contesten en promedio en menos de 1 minuto y 2 minutos como máximo.

☐☐☐☐☐

Comentarios

El proceso de elegibilidad determina quién tiene derecho al servicio de paratransito. Un buen proceso determina quién es elegible basado sólo en la incapacidad del solicitante para utilizar servicios de ruta fija. El proceso asegura que el paratransito ADA está disponible para personas que reúnen los requisitos para el servicio.

Definición de Estadounidenses con discapacidad de 1990 ADA)

1. Personas cuya discapacidad les impide utilizar el servicio de ruta fija.
2. Personas con discapacidades que pueden utilizar la ruta fija, pero el vehículo de ruta fija o la parada de autobús es inaccesible.
3. Personas cuya discapacidad les impide desplazarse hasta o desde la parada de autobús o estación de tren debido a obstáculos que se los impiden.

ADA da flexibilidad a las agencias de transporte público para diseñar sus propios procedimientos. Las agencias de transporte público suelen utilizar variaciones de una entrevista en persona y/o una evaluación funcional observación de la capacidad del solicitante para viajar por la ruta fija .

Políticas y Prácticas propuestas por EPATS

El proceso de elegibilidad determina quién tiene derecho al servicio de paratransito. Un buen proceso determina quién es elegible basado sólo en la incapacidad del solicitante para utilizar servicios de ruta fija. El proceso asegura que el paratransito ADA está disponible para personas que reúnen los requisitos para el servicio.

- Todos los autobuses de ruta fija están para facilitar el acceso a todos los pasajeros.
- *ETA Access* propone utilizar una solicitud y entrevista telefónica para determinar la elegibilidad.
- Una evaluación funcional en persona también podría ser solicitada por *ETA Access* para obtener información más detallada sobre las capacidades del viajero que lo que sería posible solo utilizando el formulario de solicitud y entrevista telefónica.
- *ETA Access* propone que profesionales adecuados como terapeutas ocupacionales, fisioterapeutas o especialistas en orientación y movilidad llevarán a cabo la evaluación funcional.

Agencias de transporte público asociadas

Muchas agencias utilizan evaluaciones funcionales para comprender mejor las capacidades del solicitante para utilizar los servicios de ruta fija.

El personal de Dallas DART incluye un especialista en elegibilidad y formación para evaluar la capacidad física, cognitiva o visual del solicitante para ruta fija.

Easter Seals Project Action recomienda recurrir a profesionales adecuados, como terapeutas ocupacionales, fisioterapeutas o especialistas en orientación y movilidad para llevar a cabo la evaluación funcional.

El uso de un tercero independiente para determinar la elegibilidad, reduce un posible conflicto de intereses.

¿Está de acuerdo o en desacuerdo con las siguientes afirmaciones?

ETA Access debería considerar contratar a un tercero independiente para determinar la elegibilidad de un solicitante.

Totalmente de acuerdo

☐

De acuerdo

☐

Sin opinión

☐

En desacuerdo

☐

Totalmente en desacuerdo

☐

ETA Access debería considerar incluir una evaluación funcional como parte del proceso de elegibilidad según sea necesario.

☐☐☐☐☐

Comentarios

La FTA afirma que cuando existe coordinación "los ciudadanos se benefician de un servicio más amplio, con menores costos y un acceso más fácil al transporte. La coordinación puede mejorar la movilidad general dentro de una comunidad".

EPATS, LGC se creó con el propósito de fomentar y ayudar a las unidades locales de gobierno a unirse y cooperar para proporcionar un servicio multimodal regional local y cooperar para ofrecer soluciones de transporte multimodal regionales.

Políticas y prácticas propuestas por EPATS

ETA Access propone prestar servicio premium fuera del área de servicio de *ETA Acceso* para ofrecer viajes de ida y vuelta desde el área de servicio de *ETA Access* a la zona de servicio de paratransito ADA de Sun Metro.

ETA Access propone ofrecer servicio a los clientes de Sun Metro LIFT desde 3 centros de transporte público de Sun Metro hacia área de servicio de *ETA Access* y de vuelta a sus destinos dentro del área de paratransit de Sun Metro.

ETA Access propone reconocer la elegibilidad de Sun Metro LIFT como personas automáticamente elegibles para los servicios de *ETA Access*.

Agencias de Tránsito Asociadas

Entre los ejemplos de esfuerzos de coordinación entre agencias asociadas se incluyen:

- Servicio entre zonas
- Compartición de costos y financiación para mejorar el transporte de personas con discapacidades
- Compartir el programa de determinación de la elegibilidad
- Adquisición conjunta de vehículos
- Uso compartido de instalaciones
- Compartir los programas de entranamiento sobre viajes
- Programas de mantenimiento e intercambio de autopartes
- Mejoras en el acceso a las rutas fijas para las personas con discapacidad ejemplo: La construcción de aceras/banquetas)

¿Está de acuerdo o en desacuerdo con las siguientes afirmaciones?

	Totalmente de acuerdo	De acuerdo	Sin opinión	En desacuerdo	Totalmente en desacuerdo
<i>ETA Access</i> debe reconocer a los clientes de Sun Metro LIFT como automáticamente elegibles para el servicio <i>ETA Access</i>	☐	☐	☐	☐	☐
Sun Metro debería reconocer clientes de <i>ETA Access</i> como automáticamente elegibles para el servicio Sun Metro LIFT.	☐	☐	☐	☐	☐

Comentarios

Agradecemos sus respuestas a las siguientes preguntas:

Medio de transporte que utiliza...(marque todas las que aplican :

- | | |
|--|---|
| ☐ Sun Metro LIFT | ☐ Vanpool |
| ☐ Sun Metro Bus | ☐ Project Amistad Transportation |
| ☐ EPATS ruta fija | ☐ No uso transporte público |
| ☐ Otro _____ | |

Por favor, indique en qué año nació. _____

¿Cuántos miembros de la familia viven en su hogar? _____

¿Cuánto estima que será la renta anual combinada de su hogar en 2023?

- | | |
|--|--|
| ☐ Menos de \$15,000 | ☐ \$50,001-\$80,000 |
| ☐ \$15,000-\$32,000 | ☐ más de \$80,000 |
| ☐ \$32,001-\$50,000 | |

¿Con qué género se identifica? ☐ Masculino ☐ Femenino ☐ Otro

¿Qué idioma prefiere?

☐ Español ☐ Inglés ☐ Otro

¿Cuál es su código postal? _____

Comentarios adicionales

GLOSARIO

Ley de Estadounidenses con Discapacidades de 1990 ADA): es una ley que protege los derechos civiles de las personas con discapacidad y, en particular, obliga a las entidades públicas que prestan servicios de transporte de ruta fija a ofrecer también un servicio de paratransito ADA a las personas con discapacidad que no pueden utilizar el autobús de ruta fija.

Paratransito ADA: es un servicio de transporte público para personas con discapacidad que no pueden utilizar el servicio de autobús de ruta fija debido a una discapacidad. El paratransito ADA se reserva con antelación, y el vehículo recoge y deja al pasajero en ubicaciones específicas programadas a lo largo de un área de servicio designada. La ley ADA exige que los organismos que operan el servicio de transporte público de ruta fija deben operar el servicio de paratransito ADA.

Servicio comparable es un término utilizado para describir el requisito de la ADA de proporcionar un servicio complementario o comparable en el sentido de que debe ofrecerse en los mismos días y a las mismas horas que la ruta fija.

El Paso Area Transportation Service, Local Government Corporation EPATS es una organización formada en 2021 con el propósito de alentar y ayudar [y financiar] a las entidades gubernamentales locales a unirse y cooperar entre sí para proporcionar y entregar soluciones regionales de transporte multimodal para los residentes de la comunidad del Gran El Paso. El EPATS es una asociación entre el Condado, Horizon City, la Ciudad de San Elizario y la Villa de Vinton.

ETA Access es el nombre comercial del condado de El Paso para el servicio de paratransito ADA.

ETA Access Base Service Area sirve un área de $\frac{3}{4}$ de milla a cada lado de las seis 6) rutas de autobús de ruta fija FRT). Hay tres zonas de paratransito ADA: Oeste, Este y Sur.

La zona de servicio de paratransito ADA Oeste sirve el área alrededor de la Ruta 10. El límite incluye partes de Anthony Texas y Anthony Nuevo México, Westway, el pueblo de Vinton, y Canutillo y sirve Sun Metro's Westside de Sun Metro a través del corredor de Doniphan Road.

El área de servicio de paratransito East ADA sirve el área alrededor de la Ruta 20. El límite incluye partes de Homestead Meadows Norte y Sur y sirve a Sun Metro's Upper Eastside Transfer Center a través del corredor de Montana Avenue.

El servicio de paratransito ADA Sur sirve el área alrededor de cuatro rutas (Ruta 30, 31, 40 y 50). El límite incluye partes de Horizon City, Agua Dulce, Las Colonias, Sparks, Tornillo, Fabens, San Elizario y Socorro, y Mission Del Paso campus de El Paso County Community College. El servicio de paratransito ADA Sur conecta con el Centro de Transferencia de Mission Valley de Sun Metro.

Federal Transit Administration (FTA) Administración Federal de Transporte Público. Es una agencia del Departamento de Transporte de EE.UU. responsable de la normativa de aplicación de la ADA para el transporte público.

Transporte Público de ruta fija (FRT): el transporte público de ruta fija es un servicio de autobús o ferrocarril que opera en rutas fijas, con horarios fijos y paradas fijas.

Evaluación funcional es una evaluación realizada por un profesional adecuado como un terapeuta ocupacional para evaluar las capacidades de un individuo para utilizar el sistema de transporte público de ruta fija.

Corporación de Gobierno Local (LGC) es una corporación pública sin fines de lucro creada para ayudar y actuar en nombre de uno o más gobiernos locales para llevar a cabo cualquier propósito gubernamental de dichos gobiernos locales.

Sun Metro Service Area es el área de cobertura del proveedor de transporte público que opera autobuses locales, rutas de transporte público rápido y paratransito complementario para personas con discapacidades (LIFT) dentro de los límites de la ciudad de El Paso.

Sostenibilidad significa proporcionar un sistema que maximice la rentabilidad dentro de los recursos disponibles.

Capacidad telefónica La capacidad telefónica es la capacidad de la agencia para satisfacer la demanda de llamadas telefónicas para el paratransito ADA. Una preocupación de capacidad telefónica para el paratransito ADA es tener suficientes líneas telefónicas y personal disponible para aceptar llamadas durante todo el día.

El Paso Area Transportation Services (EPATS), LGC, is developing a paratransit plan for El Paso County. An important part of the plan is input and feedback from people within the disability community. This is your chance to provide your thoughts and ideas about the paratransit plan and the transit needs of the disabled community!

If you need transportation to a meeting or any accommodation at the meeting, please let us know at least 72 hours in advance by emailing ETAaccess@tti.tamu.edu.

**APRIL 27,
2024**

9am – 11am

Bus: Route 20

Mountain View High School Cafeteria
14964 Greg Dr.

**APRIL 29,
2024**

9am – 11am; 2pm – 4pm; 6pm – 8pm

Bus: Route 84 & 31

EPCC Mission del Paso Campus, Flexitorium R124
10700 Gateway Boulevard East

**APRIL 30,
2024**

6pm - 8pm

Bus: Route 10

EPCC Northwest Campus, Multipurpose Room L114
6701 S Desert Blvd.

Additionally, a virtual meeting will be held via Microsoft Teams. The virtual meeting will be conducted in English. elpasotransportationauthority.org/paratransit

**APRIL 30,
2024**

10am - 12pm

Virtual Meeting

To join the virtual meeting, go to <http://bit.ly/3PVnh64>
Meeting ID: 272 136 265 981
Passcode: x3Ckqa
Or dial-in by phone at: +1 979-213-5239
Phone conference ID: 527 656 615#



El Paso Area Transportation Services (EPATS) Seeks Public Input on Proposed ADA Paratransit Plan for El Paso County

EL PASO, Texas — El Paso Area Transportation Services (EPATS), LGC, invites the public and stakeholders to participate in an important public hearing regarding the proposed ADA Paratransit Plan for El Paso County. This plan aims to enhance transportation accessibility for individuals with disabilities and is scheduled to commence service in July 2024 under the name El Paso Transportation Authority (ETA), with ETA Access providing paratransit service.

The public hearing will be held during EPATS' monthly board meeting on Wednesday, May 22, 2024, beginning at 1:30pm at 500 E. San Antonio, 3rd Floor, Room 303. This meeting presents an opportunity for community members to provide valuable feedback and comments on the proposed plan.

Additional information, as well as copies of the proposed ADA Paratransit Plan are available in English and Spanish to download and review on the El Paso Transportation Authority website at elpasotransportationauthority.org/access.

EPATS looks forward to the community's participation in shaping the future of transportation accessibility in El Paso County.

“We value the input of our community and stakeholders as we work to enhance transportation services and accessibility in El Paso County,” said [EPATS representative's name], [their title] at EPATS. “This public hearing is an important step in our commitment to inclusivity and ensuring that our services meet the needs of all residents.”

###

Los Servicios de Transporte del Área de El Paso EPATS, por sus siglas en inglés) busca la opinión del público en general sobre el plan de paratransito propuesto por la ADA para el condado de El Paso

EL PASO, Texas — Los Servicios de Transporte del Área de El Paso (EPATS, por sus siglas en inglés), LGC, invita al público y a las partes interesadas a participar en una importante audiencia pública sobre el Plan de Paratransito propuesto por la ADA (Ley de Estadounidenses con Discapacidad, por sus siglas en inglés) para el Condado de El Paso. Este plan tiene como objetivo mejorar la accesibilidad al transporte público para personas con discapacidades y está programado para comenzar a prestar servicio en julio de 2024 bajo el nombre de *ETA Access* brindando servicio de paratransito.

La audiencia pública se llevará a cabo durante la reunión mensual de la junta directiva de EPATS el próximo miércoles 22 de mayo de 2024, a partir de la 1:30 p.m. en 500 E. San Antonio, 3er piso, sala 303. Esta reunión presenta una oportunidad para que los miembros de la comunidad proporcionen valiosos comentarios y sugerencias sobre el plan propuesto.

La información detallada, así como copias del Plan de Paratransito de la ADA propuesto, están disponibles en inglés y español para descargar y revisar en el sitio web de la Autoridad de Transporte de El Paso en elpasotransportationauthority.org/access.

EPATS espera la participación de la comunidad en la configuración del futuro de la accesibilidad al transporte público en el Condado de El Paso.

###



ETA
access

2024

ADA Paratransit Plan
Community Feedback
Workbook (2024)

**ADA PARATRANSIT PLAN
COMMUNITY FEEDBACK**

June 2024

Americans with Disabilities Act of 1990 (ADA) Requirements

Category	ADA Paratransit Requirement
Service area	Operate within $\frac{3}{4}$ mile of a local fixed-route
Hours and days of service	Operate during same days and hours as fixed-route
Advance reservation	Accept advance reservation at least a day in advance
Fares	Charge a fare no more than twice the base non-discounted adult fare for fixed-route
Trip purpose	Serve requests for all trip purposes
Without capacity constraints	Operate without a substantial number of untimely pick-ups, missed trips, excessive trip-lengths and telephone hold-times

Attachment I. Public Comment Summary and Disposition

TABLE OF CONTENTS

List of Figures	5
Section 1. Introduction	1
Organization of the Report.....	2
Section 2. Public Outreach	3
Advertising.....	3
Public Meetings	5
Seven Areas of Interest.....	7
Participant Workbook.....	7
Section 3. Summary of Participation	9
Section 4. <i>ETA ACCESS</i> PARTICIPATION Outcomes	12
13	
Section 5. <i>ETA ACCESS</i> Pubic Hearing Outcomes	38
Appendix A: Public Meeting Powerpoint and Script.....	39

LIST OF FIGURES

Figure 1. ETA Access Paratransit Plan Outreach Goal	1
Figure 2. Example of Public Meeting Advertising Materials.....	4
Figure 3. Example Workbook Page	8
Figure 4. Map of Respondent Zip Codes	11

SECTION 1. INTRODUCTION

The El Paso Area Transportation Services is a local government corporation (EPATS, LGC) that was organized in 2021 for the purpose to encourage and assist local units of government to join and cooperate with one another to provide and deliver regional multimodal transportation solutions for the residents of the Greater El Paso community. EPATS is committed to a fully accessible, integrated system, where all passengers have choices for travel.

The Americans with Disabilities Act (ADA) was signed into law in 1990 and gives civil rights protections to individuals with disabilities and in particular mandates that public entities that provide fixed route transit service must also operate complementary paratransit service for people with disabilities who cannot use the fixed route bus.

Paratransit service is for people who are eligible according to the ADA. Not all people with disabilities are eligible for paratransit service, rather it is available for those with disabilities that cannot access the fixed route transit system. Paratransit does not operate on a fixed route. Instead, a customer calls in advance to reserve a ride the previous day, and the vehicle is scheduled to pick up and drop off at specific scheduled addresses throughout a designated service area. The service is shared ride service – meaning that other individuals are picked up along the way sharing the trip so that the service is cost efficient.

In compliance with the federal regulations, a public entity is required to develop and submit a paratransit plan. A key element of the ADA Paratransit Plan is to ensure public participation in the development of its paratransit plan that includes the requirement of:

- Public outreach – for participation in the development of the plan by the widest range of persons anticipated to use its paratransit service, and
- Consultation with individuals with disabilities and groups representing them.

EPATS, LGC endorsed a robust engagement plan to accomplish this. The EPATS, LGC board first formed an advisory committee known as the Access Advisory Committee (AAC). The AAC provided initial input into the development of the paratransit plan. The committee then worked with the project team, including county staff, staff from the Rio Grande Council of Governments (RIOCOG), Barracuda public relations firms and researchers from the Texas A&M Transportation Institute (TTI) to create a participation and communication plan to ensure that the plan development included input from people with disabilities and the communities that represent them, as required by law.

Figure 1 illustrates the stated goal and anticipated outcomes of the outreach efforts.

Goal: To obtain public feedback on ETA Access proposed policies and practices to balance quality of service and sustainability moving forward

Desired Outcomes: To gauge public opinion on seven (7) policies/practices for EPATS, LGC to consider as proposed in the paratransit plan.

Figure 1. ETA Access Paratransit Plan Outreach Goal

Organization of the Report

The following sections of this report document the conduct of the outreach efforts including public meetings and a public hearing on the EPATS, LGC Draft Paratransit Plan. Section 2, Public Outreach describes the public meeting process, including advertising for the meetings. Section 3, Summary of Participation, summarizes participation in the public meetings and the public hearing. Section 4, Outcomes, details the data and comments received for each of the seven topical areas at the public meetings. Finally, Section 5 provides details of the public hearing.

SECTION 2. PUBLIC OUTREACH

The ETA Access Advisory Committee advised the project team on how best to reach and engage the disability community. In turn, a robust public engagement plan was developed and deployed with the help of Barracuda Public Relations. The community outreach effort included five in-person meetings and one virtual meeting. Materials were also available on a website, <https://elpasotransportationauthority.org/>, to allow individuals to provide input at their convenience. The website and all materials were fully Section 508 compliant to make them fully accessible. Each of these outreach efforts is described in more detail in the following sections.

Additionally, as required by federal administrative law 49 CFR 37, Subpart F §27.137(4), a public hearing was conducted on May 22, 2024 as part of the EPATS, LGC board meeting. The public hearing notice was advertised through all the normal channels of the EPATS board meeting and the AAC was also provided the public hearing notice to distribute through its members' channels.

Advertising

TTI researchers worked with El Paso County staff, the RIOCOG staff, and Barracuda Public Relations, with guidance from the AAC, to devise an outreach plan that provided multiple opportunities to attend a public meeting, including a virtual meeting option. There was extensive advertising for the meeting including press releases, earned media, social media, and distribution of meeting notices through the AAC networks. Example social media posts and graphics were also developed to allow anyone to easily post about the meeting opportunities. Figure 2 illustrates a graphic developed to advertise the meetings. All advertising materials were also available in Spanish.



MAKE YOUR **VOICE** HEARD!

El Paso Area Transportation Services (EPATS), LGC, is developing a paratransit plan for El Paso County. An important part of the plan is input and feedback from people within the disability community. This is your chance to provide your thoughts and ideas about the paratransit plan and the transit needs of the disabled community!

If you need transportation to a meeting or any accommodation at the meeting, please let us know at least 72 hours in advance by emailing ETAaccess@tti.tamu.edu.

APRIL 27, 2024	9am – 11am Mountain View High School Cafeteria 14964 Greg Dr.	Bus: Route 20
APRIL 29, 2024	9am – 11am; 2pm – 4pm; 6pm – 8pm EPCC Mission del Paso Campus, Flexitorium R124 10700 Gateway Boulevard East	Bus: Route 84 & 31
APRIL 30, 2024	6pm - 8pm EPCC Northwest Campus, Multipurpose Room L114 6701 S Desert Blvd.	Bus: Route 10

Additionally, a virtual meeting will be held via Microsoft Teams. The virtual meeting will be conducted in English. elpasotransportationauthority.org/paratransit

APRIL 30, 2024	10am - 12pm To join the virtual meeting, go to http://bit.ly/3PVnh64 Meeting ID: 272 136 265 981 Passcode: x3Ckqa Or dial-in by phone at: +1 979-213-5239 Phone conference ID: 527 656 615#	Virtual Meeting
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elpasotransportationauthority.org/paratransit

Figure 2. Example of Public Meeting Advertising Materials

Public Meetings

The ETA Access community outreach effort included five in-person meetings and one virtual meeting. Table 1 shows the meeting times and locations. The locations were determined by their proximity to potential paratransit service areas. The times were shown to allow for maximum opportunities for in person attendance.

Table 1. Public Meeting Dates, Locations and Times

Date	Location	Time
4/27/24	Mountain View High School 14964 Greg Drive	9 – 11 am
4/29/24	El Paso Community College – Mission Del Paso Campus 10700 Gateway Blvd. East	9 – 11 am 2 – 4 pm 6 – 8 pm
4/30/24	El Paso Community College – Northwest Campus 6701 S Desert Blvd.	6 – 8 pm
4/30/24	Virtual Meeting	10 – 12 am

Each meeting was scheduled to last approximately two hours. The meeting began with an introductory presentation about EPATS, LGC service and paratransit service. The PowerPoint presentation and script are included in Appendix A. Table 2 depicts the agenda for each public meeting. A workbook was provided that guided the discussion. A facilitator and notetaker worked with each group. The public meetings had Spanish translation and Spanish workbooks available for participants that preferred Spanish. An American Sign Language interpreter was also available at each public meeting. In addition to the in-person public meetings, a virtual public meeting was also held, using the same format. Finally, meeting materials were recorded and posted on the EPATS website and users were able to view the presentation, peruse the workbook and answer questions in a form. The website materials were made available for comment from May 2 – 24, 2024. The website and all materials were fully Section 508 compliant to make them fully accessible.

Table 2. Public Meeting Agenda

- 15 min.
- Welcome and purpose of meeting by TTI moderator
 - Presentation by TTI researcher
 - EPATS overview
 - What is paratransit service?
 - How does paratransit service work?
 - What are the seven topical areas for input?
 - Balance of sustainability and performance



- 10 min.
- Moderator describes conduct of meeting
 - Move to breakout groups
 - Facilitator reads each topical area of the workbook that includes a description of topic, the ADA minimum requirements, EPATS proposed policy and practice, peer agency information relevant to the topical area
 - Group discussion of the topical area. Notetaker records discussion on flip charts and confirms participant intent
 - Participants answer 1 to 3 questions in the workbook and also record any additional comments

- 5 min.
- Transition participants to workgroup tables

- 90 min.
- Facilitation of small group discussions led by TTI staff
 - Table facilitator introduces the workbook data collection tool and leads the discussion using the information specified in the workbook on each of the seven (7) policy/practice areas of interest.



- 5 min.
- Transition from workgroup tables

10 min. • Report out of highlights

To ensure good communications and ease in participation, all participants were provided with one-on-one assistance, if requested. Likewise Spanish translation and ASL services were also available for the group discussions.

Seven Areas of Interest

EPATS, LGC working with TTI researchers and RIOCOG staff determined the seven topical areas of input for the paratransit plan. The seven areas are:

- Service area,
- Service days and hours,
- Fare policy,
- On-time performance,
- Telephone capacity,
- Eligibility program, and
- Coordination.

These areas were determined after researching industry standards and what other peer agencies are doing to develop sustainable and quality paratransit service. The ETA Access paratransit plan is predicated on this research and public feedback.

Participant Workbook

The participant workbook was the primary data collection tool designed to quickly provide high-level information on each of the seven areas of interest and obtain feedback on the level of agreement/disagreement. The workbook was designed to describe the topical area, provide the minimum ADA paratransit requirement, explain the EPATS, LGC proposed policy or practices, provide examples of practices at peer agencies and then ask participants to answer one to three questions and provide any additional comments. The workbook was printed in a preferred font for accessibility and with a large font size (at least 14 point). Figure 3 shows a sample page from the workbook.

2 Service Days and Hours

ADA regulations require transit agencies that operate fixed route transit to also provide complementary ADA paratransit service. At a minimum, the service must operate within the same days and hours as the fixed routes.

American with Disabilities Act of 1990 (ADA)

Agencies are obligated to provide ADA paratransit on the same days and during the same hours as the fixed route service.

The ADA does not require paratransit service to operate when the fixed route is not in operation.

For example, not all El Paso County fixed routes operate on Sunday and some routes start later than others on weekdays. The ADA does not require that the paratransit system operate when these fixed routes are not operating.

EPATS Proposed Policy and Practices

ETA Access proposes service to operate seven days a week for all ETA Access zones (exceeding ADA requirements) for ease of use.

ETA Access proposes service to begin when the earliest fixed route begins, and end when the latest fixed route ends (exceeding ADA requirement) for ease of use.

The ETA Access proposed service days and hours are as follows:

Monday through Friday:
5:00 am to 8:20 pm

Saturday/Sunday:
7:00 am to 6:00 pm

Peer Transit Agencies

Some transit agencies strictly provide ADA paratransit service on days and hours when fixed route service starts and ends. Agencies can expand and contract ADA paratransit hours throughout the day to mimic the fixed route.

Many transit agencies opt to set service hours by the first fixed route of the day to the last fixed route of the day offering a higher level of service availability.

Agencies may also provide service seven days a week even when fixed route service is not 7-day service offering a higher level of service availability.

Offering 7-day service with expanded service hours requires more agency resources (higher cost), and at the same time increases access for the customer to jobs, education, and recreation.

Do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
ETA Access service should operate with the expanded proposed service schedule.	☐	☐	☐	☐	☐

Comments

Figure 3. Example Workbook Page

SECTION 3. SUMMARY OF PARTICIPATION

The ETA Access public meetings resulted in 27 completed workbooks. (15 in-person and 12 online). Two of the 27 completed workbooks were completed in Spanish. The following tables show socio-demographic data about the meeting participants. Table 3 shows the gender profile of participants. Table 4 shows the household income. Table 5 shows the age distribution of participants. Table 6 demonstrates the preferred language of participants. Table 7 indicates the number of family members in each household and Table 8 illustrates the modes currently used for transportation. Participants also provided their home zip codes and that information is depicted in Figure 4.



Table 3. Gender Profile

	Response	Percent w/response	Percent Total
Female	14	51.9%	51.9%
Male	12	44.4%	44.4%
other	1	3.7%	3.7%
Total w/Response	27	100.0%	100.0%
No Response	0		0.0%
Total	27		100.0%

Table 4. Household Income Profile

	Response	Percent w/response	Percent Total
Below \$15,000	2	8.0%	7.4%
\$15,000-\$32,000	7	28.0%	25.9%
\$32,001-\$50,000	6	24.0%	22.2%
\$50,001-\$80,000	1	4.0%	3.7%
Above \$80,000	9	36.0%	33.3%
Total w/Response	25	100.0%	92.6%
No Response	2		7.4%
Total	27		100.0%

Table 5. Age Profile

	Response	Percent w/response	Percent Total
16-25 years	2	7.4%	7.4%
25-49 years	7	25.9%	25.9%
50-64 years	6	22.2%	22.2%
65 years and older	3	11.1%	11.1%
Total w/Response	27	100.0%	100.0%
No Response	0		0.0%
Total	27		100.0%

Table 6. Preferred Language

	Response	Percent w/response	Percent Total
English	20	74.1%	74.1%
Spanish	6	22.2%	22.2%
Other	1	3.7%	3.7%
Total w/Response	27	100.0%	100.0%
No Response	0		0.0%
Total	27		100.0%

Table 7. Number of Family Members in Household

	Response	Percent w/response	Percent Total
1	1	3.7%	3.7%
2	10	37.0%	37.0%
3	7	25.9%	25.9%
4	3	11.1%	11.1%
5	2	7.4%	7.4%
7	2	7.4%	7.4%
8	1	3.7%	3.7%
10	1	3.7%	3.7%
Total w/Response	27	100.0%	100.0%
No Response	0		0.0%
Total	27		100.0%

Table 8. Current Transportation Modes

	Response	Percent w/response
Sun Metro LIFT	7	21.2%
Sun Metro Bus	8	24.2%
Project Amistad	3	9.1%
EPAT Fixed Route	2	6.1%
Uber, Lyft and Taxi	4	12.1%
I don't use public transit	9	27.3%
Total w/Response	33	100.0%
No Response	3	

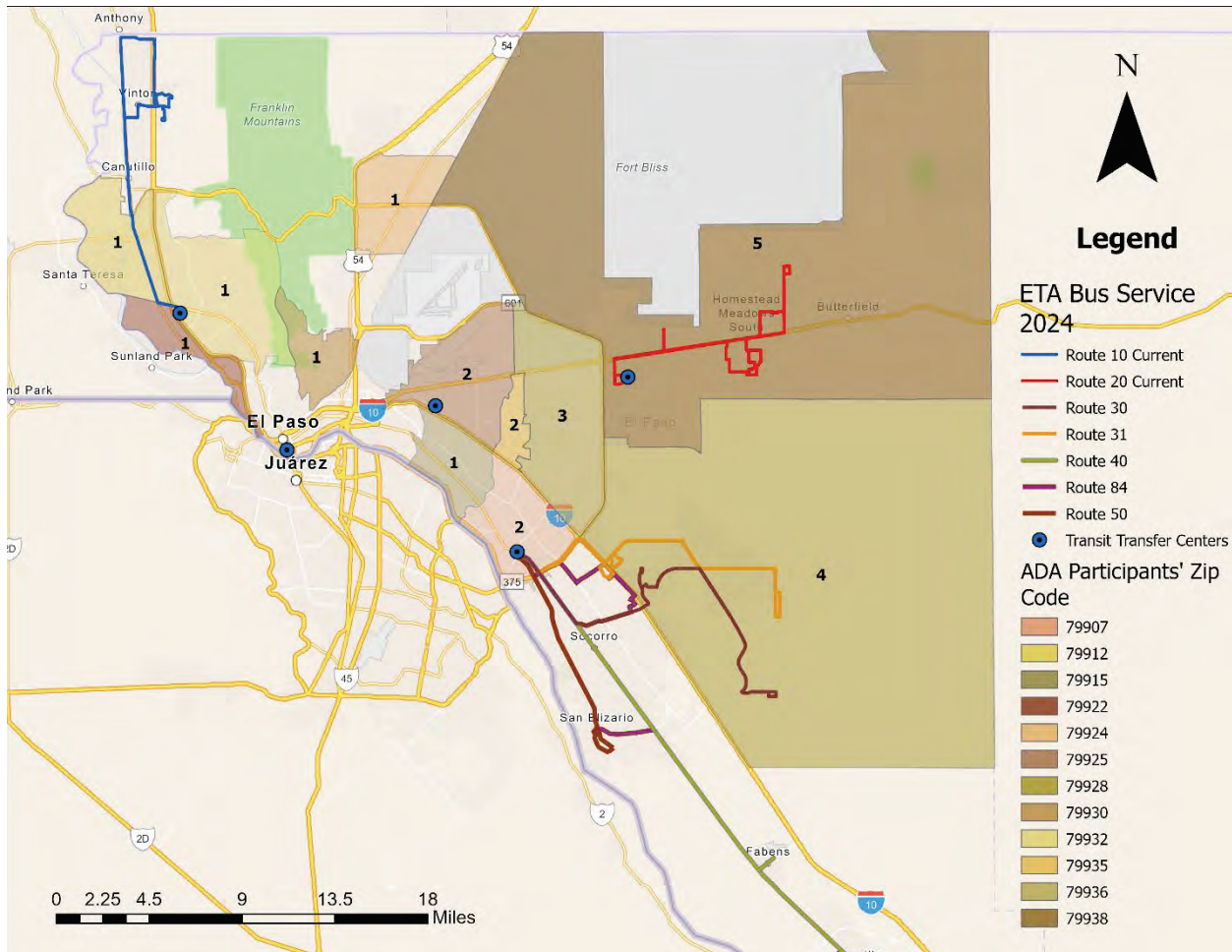


Figure 4. Map of Respondent Zip Codes

SECTION 4. *ETA ACCESS* PARTICIPATION OUTCOMES

This section provides the ETA Access paratransit plan seven areas of interest outcomes and relative rating by area of interest.

The seven area of interest outcomes are presented on the following pages. For each area of interest, the background information that appeared in the workbook is provided followed by the public outreach outcomes:

1

Service Area

ADA regulations require transit agencies that operate fixed route transit to also provide complementary ADA paratransit service. At a minimum, the service must operate within the same service area that is within 3/4 mile on either side of fixed routes.

American with Disabilities Act of 1990 (ADA)

Agencies that operate fixed route service must provide ADA paratransit service *comparable* to the fixed route system.

Transit agencies may choose to offer premium service. Premium means service that extends beyond the minimum ADA requirements.

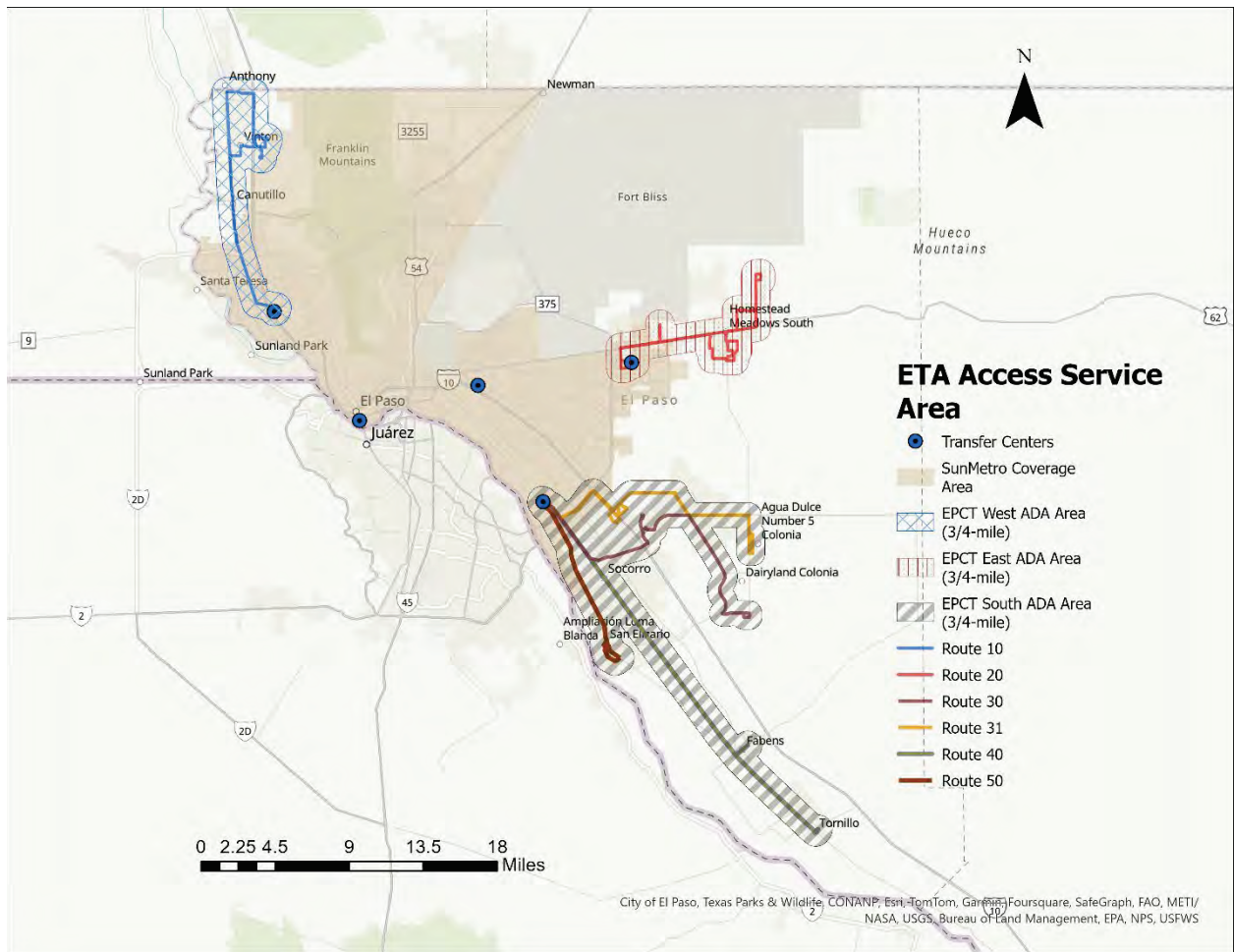
Transit agencies may charge a higher fare for premium service.

EPATS Proposed Policy and Practices

ETA Access will serve three zones—West, East and South within the 3/4 mile corridor of fixed routes (see Map).

ETA Access also proposes to provide premium service to connect to Sun Metro's ADA Paratransit service area—limited to 3/4 mile corridor of Sun Metro's fixed routes.

The premium service trip lengths will be about twice the mileage and will cost EPATS about twice the cost to provide.



Summary

ETA Access should provide premium service to connect to Sun Metro's ADA paratransit service area.

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	6	43%	14	65%	2	20	74%
Agree	0	57%	2	24%	1	5	19%
No Opinion	0	0%	1	12%	0	1	4%
Disagree	1	0%	0	0%	0	1	4%
Strongly Disagree	0	0%	0	0%	0	0	
No Response	0		0		0		
Total	7	100%	17	100%	3	27	100%

Comments

Comment	Disposition
This would benefit many individuals who need medical services such as dialysis, chemo, rehab, therapy, who need to travel further within city limits to receive	Noted; included in plan
This is very important because the transfers are/or could be very far from final destination. More coordination is not preferred - continuous is prime.	Noted; included in plan
Seamless service is ideal; assists older adults access public transportation; makes it more convenient	Noted; included in plan
Would be very valuable to those who are traveling outside of city limits. So if someone inside city limits needs to travel to an area outside city limits are stuck finding another option to get there or might not be able to get to their destination due to lack of transportation.	Noted; included in plan
No loss of fluidity on the trip would be ideal, getting from Point A to Point B without transfers.	Noted; included in plan
Need to be extended	Noted; not a requirement of paratransit plan

2 Service Days and Hours

ADA regulations require transit agencies that operate fixed route transit to also provide complementary ADA paratransit service. At a minimum, the service must operate within the same days and hours as the fixed routes.

American with Disabilities Act of 1990 (ADA)

Agencies are obligated to provide ADA paratransit on the same days and during the same hours as the fixed route service.

The ADA does not require paratransit service to operate when the fixed route is not in operation.

For example, not all El Paso County fixed routes operate on Sunday and some routes start later than others on weekdays. The ADA does not require that the paratransit system operate when these fixed routes are not operating.

EPATS Proposed Policy and Practices

ETA Access proposes service to operate seven days a week for all ETA Access zones (exceeding ADA requirements) for ease of use.

ETA Access proposes service to begin when the earliest fixed route begins, and end when the latest fixed route ends (exceeding ADA requirement) for ease of use.

The ETA Access proposed service days and hours are as follows:

Monday through Friday:

5:00 am to 8:20 pm

Saturday/Sunday:

7:00 am to 6:00 pm

Peer Transit Agencies

Some transit agencies strictly provide ADA paratransit service on days and hours when fixed route service starts and ends. Agencies can expand and contract ADA paratransit hours throughout the day to mimic the fixed route.

Many transit agencies opt to set service hours by the first fixed route of the day to the last fixed route of the day offering a higher level of service availability.

Agencies may also provide service seven days a week even when fixed route service is not 7-day service offering a higher level of service availability.

Offering 7-day service with expanded service hours requires more agency resources (higher cost), and at the same time increases access for the customer to jobs, education, and recreation.

Summary

ETA Access service should operate with the expanded proposed service schedule.

■ Strongly Agree ■ Agree ■ No Opinion ■ Disagree ■ Strongly Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	4	57%	11	65%	0	15	56%
Agree	0	0%	5	29%	3	8	30%
No Opinion	1	14%	1	6%	0	2	7%
Disagree	1	14%	0	0%	0	1	4%
Strongly Disagree	1	14%	0	0%	0	1	4%
No Response	0		0		0		
Total	7	100%	17	100%	3	27	100%

Comments

Comment	Disposition
I believe having an additional hour would benefit this service. Going M-F 9:30 and Saturday and Sunday to 7 pm due to time it may take for treatment that passenger may have as well as taking into account the roads, ie. construction	Noted; Paratransit is only required to operated with same service hours as fixed route. Extended hours are currently proposed in the paratransit plan
Something should be done with regards to after hours. A non-stranded policy should be added because there should be an optimal no-stranded solution. An on-call option should be considered.	Noted
Extended time, no one stranded policy, premium service to be extended and or at case-by-case basis	Noted; Paratransit is only required to operated with same service hours as fixed route. Extended hours are currently proposed in the paratransit plan
Extra time; no stranded policy; TNC ready to go if needed in situations experienced during off hours, ie. 8-10pm/10pm-6am. How can we possibly offer premium for those working late/overnight	Noted; Paratransit is only required to operated with same service hours as fixed route. Extended hours are currently proposed in the paratransit plan
Later weekend hours if needed if prescheduled (premium)	Noted; Paratransit is only required to operated with same service hours as fixed route. Extended hours are currently proposed in the paratransit plan
Links to accessibility and availability. Ex: Dialysis trips	Noted; Paratransit is only required to

needed for appointments at 4am. Accommodations for third shift work (getting to of end of shift)	operated with same service hours as fixed route. Extended hours are currently proposed in the paratransit plan
Strongly agree because people might work different hours throughout the day. If the service isn't available then they can't make it to work or would have to wait an excessive amount of time. There's also if they need to get to the hospital but not severe enough to call 911.	Noted; Paratransit is only required to operated with same service hours as fixed route. Extended hours are currently proposed in the paratransit plan
For those who need paratransit during not-regular hours could benefit from having access to transit for work purposes, medical reasons and other.	Noted
My answer is divided. However, I think services should extend their hours.	Noted; Paratransit is only required to operated with same service hours as fixed route. Extended hours are currently proposed in the paratransit plan
Needs to be extended	Noted; Paratransit is only required to operated with same service hours as fixed route. Extended hours are currently proposed in the paratransit plan

3

Fares

A transit agency charges the customer a fare to cover a portion of the cost of providing the service.

The average cost of providing ADA paratransit service is three and a half times more expensive than fixed route.

American with Disabilities Act of 1990 (ADA)

Fares for ADA paratransit cannot exceed twice the fare for a similar trip at the same time of day on the fixed route system.

Transit agencies may charge a premium fare for service beyond the minimum required 3/4 mile boundary.

A personal care attendant (someone who provides assistance to the ADA-eligible rider) shall not be charged a fare.

The fare for a companion is the same as for the ADA-eligible paratransit rider.

EPATS Proposed Policy and Practices

EPATS fixed route bus fare is \$1.50. ETA Access *could* charge a maximum \$3.00 fare.

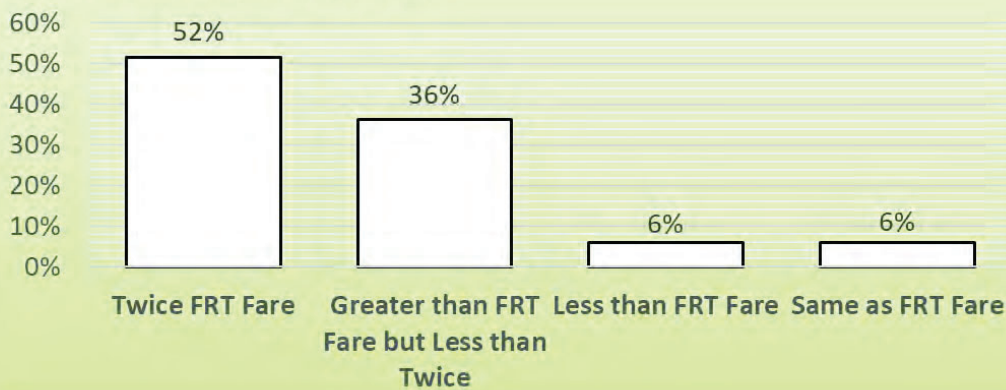
ETA Access proposes a fare of \$2.50 per passenger trip which is the same as Sun Metro's ADA paratransit (LIFT) fare.

For trips connecting to the Sun Metro ADA paratransit service area (premium service), ETA Access proposes to charge a fare of \$5.00 for the longer, more costly trips.

The proposed fare is estimated to cover about 4% of ETA Access operating costs.

Peer Transit Agencies

There are 33 Texas transit agencies that provide ADA paratransit. These include rural, small urban and large urban transit agencies. The below chart provides the percent of the 33 agencies that have ADA fares greater than or less than the fixed route transit (FRT) fare:



Summary

ETA Access should consider a high fare than \$ 2.50 to cover a higher percentage of the operating cost.

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	0	0%	2	12%	2	4	15%
Agree	0	0%	2	12%	0	2	7%
No Opinion	1	14%	3	18%	0	4	15%
Disagree	3	43%	6	35%	1	10	37%
Strongly Disagree	3	43%	4	24%	0	7	26%
No Response	0		0		0		
Total	7	100%	17	100%	3	27	100%

ETA Access should consider a premium fare of \$ 5.00 to serve the longer distance, more costly trips into the Sun Metro service area.

■ Strongly Agree
■ Agree
■ No Opinion
■ Disagree
■ Strongly Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	2	29%	2	12%	2	6	22%
Agree	1	14%	7	41%	1	9	33%
No Opinion	0	0%	2	12%	0	2	7%
Disagree	2	29%	4	24%	0	6	22%
Strongly Disagree	2	29%	2	12%	0	4	15%
No Response	0		0		0		
Total	7	100%	17	100%	3	27	100%

Comments

Comment	Disposition
ETA should consider twice the fare - \$3	Noted
I would make it \$2.50	Noted
I believe we should lower the \$2.50 fare because it makes me assume that I am being penalized for having a disability	The proposed \$ 2.50 fare is less than the allowable fare of \$ 3.00. The higher fare covers the additional operating costs for paratransit service.
\$5 while seeming fair generally is unaffordable to the demographic being serviced	Noted; \$ 5.00 is proposed for premium service.
Keep fare at least comparable to the Lift cost; if not lower. (considerate for areas with lower income). Premium fare is still less than Uber/Lyft rides.	The proposed fare is the same as Sun Metro's LIFT fare.
It needs to be manageable because many people using this service don't have the funds as they might only get a social security check. Many don't work so they are limited to what they can spend. Fare for those areas should be lower for ADA transit fare -- \$1.50.	Noted
Having comparable fares between both premium and ADA paratransit fares would benefit the rider.	Noted
It used to be 10cnts to go from Downtown to Fox Plaza and no additional cost to Socorro. Yes, long time ago, yet no augment of price	Noted
I do not agree with that idea. I believe that transportation should be affordable and accessible for everyone because some people can't afford \$5 each way and when they have a doctor's appointment in a far area, they would rather not go because they can't afford it.	Noted, the proposed fare for paratransit service is less than the legally allowable limit. Premium service is a not a requirement.
Many of the individuals utilizing Paratransit are low income.	Noted
\$10.00 for a round trip may not be as affordable to some riders.	Noted, the proposed fare for paratransit service is less than the legally allowable limit. Premium service is a not a requirement.
We should keep it at \$2.50	Noted

4

On-Time Performance

On-time performance (OTP) is the ability to pickup and drop-off customers within a set time window. OTP is a factor of scheduling and dispatch, customer no-shows/late cancellations, driver experience, vehicle reliability, and traffic/weather conditions.

Americans with Disabilities Act of 1990 (ADA)

Transit agencies must not have a significant number of pickups and drop-offs outside of the on-time performance windows.

Compliance is a factor of the number of trips within the pickup window and how transit agency practice keeps service on-time.

Agencies should not have practices that cause trips to be late, such as scheduling trips too tightly or not having enough back-up service.

EPATS Proposed Policy and Practices

ETA Access proposes that a trip is considered on-time if the vehicle arrives:

For Scheduled Pickups. Within 15 minutes before and 15 minutes after the scheduled pickup time (30-minute window)

For Scheduled Drop-offs. Within 30-minutes prior to the drop-off time

ETA Access performance goal is 100% with a 90% OTP standard for assessing contractor incentives and penalties.

Peer Transit Agencies

The industry standard window is 30 minutes. Longer pickup windows can be a burden on the customer, and can cause inefficient scheduling, and more costly service.

Systems should not have policies that cause late trips such as scheduling too tightly or not having enough backup drivers or vehicles. A 90% standard is common especially for agencies with longer trip lengths.

Summary

For trips scheduled by pickup time, ETA Access pickup window should be 15 minutes before and 15 minutes after the scheduled pickup time to be considered on time.

■ Strongly Agree
 ■ Agree
 ■ No Opinion



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	3	43%	11	65%	2	16	59%
Agree	4	57%	4	24%	1	9	33%
No Opinion	0	0%	2	12%	0	2	7%
Disagree	0	0%	0	0%	0	0	0%
Strongly Disagree	0	0%	0	0%	0	0	0%
No Response	0		0		0	0	
Grand Total	7	100%	17	100%	3	27	100%

For trips scheduled by drop-off time, ETA Access drop-off window should be 0 to 30 minutes before the drop-off time to be considered on time.

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	2	29%	6	35%	1	9	33%
Agree	4	57%	9	53%	2	15	56%
No Opinion		0%	1	6%	0	1	4%
Disagree	1	14%	1	6%	0	2	7%
Strongly Disagree		0%	0	0%	0	0	0%
No Response	0		0		0	0	
Total	7		17		3	27	100%

The ETA Access on-time performance standard should be 90%.

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	5	71%	9	53%	1	15	56%
Agree	0	0%	6	35%	2	8	30%
No Opinion	1	14%	1	6%	0	2	7%
Disagree	1	14%	0	0%	0	1	4%
Strongly Disagree	0	0%	0	0%	0	0	0%
No Response	0		1		0	1	
Total	7		17		3	27	

Comments

Comment	Disposition
What happens if the bus is more than 30 mins. late?	Noted; penalties will be considered in the service provider contracting process
Will call should be available at all times	Noted; will be considered in the service provider contracting process
Will-call should be accountable	Noted; will be considered in the service provider contracting process
These are great standards! Drop off percentage should be higher Ex: 80 percent drop off rate no later than 30 minutes before Pick-up side 90% Drop-off 95% on time	Noted
Transit should be mindful of not leaving people too early or late for safety reasons	Noted
Realistic and fair given the complexity of scheduling	Noted
Individuals should be given enough time to get to their destination on time. However, the lift should pick up individuals back home no later than 15 minutes.	Noted
Should be raised at 95%	Noted

5 Telephone Capacity

Transit agencies must have the ability to answer customer telephone calls to make a trip reservation, and to find out about the location of their vehicle and ride status. This means that the transit agency must have systems and staffing to meet the call volumes.

Americans with Disabilities Act of 1990 (ADA)

Agencies should design and implement systems that minimize:

- unduly long hold times,
- "circuits are busy" messages,
- disconnects, and
- placing answered calls on hold after answered (second holds).

FTA has made it clear that establishing standards and monitoring telephone hold times are key elements of ADA compliance.

EPATS Proposed Policy and Practices

ETA Access proposes to measure hold times by their **maximum** length, and also the **average** hold time for each hour.

Reservations

ETA Access proposes the goal for reservations calls to be answered in less than two minutes on average and within a maximum of 5 minutes.

Ride Status

ETA Access proposes the goal for customer calls into dispatch ("where's my ride", "late ride", and "ride status") to be answered in less than 1 minute on average and within a maximum of 2 minutes. These calls impact service quality in real time.

Peer Transit Agencies

Current practice is to measure average and maximum hold times in hour increments. Good call center practices include:

- Adequate staffing throughout the day to match call volumes to ensure telephone capacity.
- Consistent documentation of trip information to ensure is recorded correctly and communicated to the customer effectively.

Summary

ETA Access reservations call standard should be calls answered in less than 2 minutes on average and 5 minutes maximum.

■ Strongly Agree
■ Agree
■ No Opinion
■ Disagree
■ Strongly Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	5	71%	9	53%	2	16	59%
Agree	1	14%	6	35%	1	8	30%
No Opinion	0	0%	2	12%	0	2	7%
Disagree	0	0%	0	0%	0	0	0%
Strongly Disagree	1	14%	0	0%	0	1	4%
No Response	0		0		0	0	
Grand Total	7		17		3	27	100%

ETA Access *dispatch* call standard should be calls answered in less than 1 minute on average and 2 minutes maximum.

■ Strongly Agree ■ Agree ■ No Opinion



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	5	71%	11	65%	3	19	70%
Agree	2	29%	5	29%	0	7	26%
No Opinion	0	0%	1	6%	0	1	4%
Disagree	0	0%	0	0%	0	0	0%
Strongly Disagree	0	0%	0	0%	0	0	0%
No Response	0		0		0	0	
Total	7		17		3	27	100%

Comments

Comment	Disposition
Automated system for everyone	Noted; will be considered in the service provider contracting process
Cell phone app; website	Noted; will be considered in the service provider contracting process
These are great standards/customer facing app would eliminate much of the latter	Noted
Have a script ready, take callers name and number asap in case a call gets dropped. Call them back asap. Day of verification is a must.	Noted; will be considered in the service provider contracting process
Customer facing app with real time data for vehicle location and more defined pickup time	Noted; will be considered in the service provider contracting process
Would be great to have a way of checking online to see where the driver is in transit. This might cut down on calls.	Noted; will be considered in the service provider contracting process
Adequate staffing is key to peak hours	Noted

We wouldn't want people to be waiting so long for someone to answer when needing to know when their ride will be there.	Noted
Customer calls should always be answered by a live operator at all times, regardless of call capacity. Having properly trained personnel who will interact with the customers would be great too.	Noted; will be considered in the service provider contracting process
Calls should be answered right away to keep individuals informed so they can arrange their life schedules on time. Their time should be considered.	Noted

6

Eligibility Program

The eligibility process determines who qualifies for paratransit service. A good process determines who is eligible based only on an applicant's inability to use fixed route services. The process ensures ADA paratransit is available to individuals that qualify for the service.

Americans with Disabilities Act of 1990 (ADA)

Eligibility for ADA paratransit is for:

1. People whose disability prevents them from using the fixed route service.
2. People with disabilities who *can* use the fixed route but the fixed route vehicle or the bus stop is inaccessible.
3. People whose disability prevents them from traveling to or from the bus stop or train station due to obstacles that impede them.

ADA gives transit agencies flexibility to design their own eligibility procedures—transit agencies typically use variations of a paper application, in-person interview and/or a functional assessment (observation of applicant's ability to navigate the fixed route).

EPATS Proposed Policy and Practices

- All fixed route buses are lift equipped to provide access for all riders.
- ETA Access proposes to use a paper application and telephone interview to determine eligibility.
- An in-person functional assessment **may** also be requested by ETA Access to get more detailed information about traveler abilities than might be possible using only the paper application form and telephone interview.
- ETA Access proposes that appropriate professionals such as occupational therapists, physical therapists, or orientation and mobility specialists will conduct the functional assessment.

Peer Transit Agencies

Many agencies use functional assessments to better understand the applicant's abilities to use fixed route services.

- Dallas DART staff includes an Eligibility and Training Specialist to assess an applicant's physical, cognitive or visual ability to access the fixed route.
- Easter Seals Project Action recommends using appropriate professionals such as occupational therapists, physical therapists, or orientation and mobility specialists to conduct the functional assessment.

Using an independent third party to determine eligibility reduces a potential conflict of interest.

Summary

ETA Access should consider contracting with an independent third-party to determine an applicant's eligibility.

■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	4	57%	7	41%	2	13	48%
Agree	1	14%	9	53%	1	11	41%
No Opinion	0	0%	0	0%	0	0	0%
Disagree	2	29%	0	0%	0	2	7%
Strongly Disagree	0	0%	1	6%	0	1	4%
No Response	0		0		0	0	
Total	7		17		3	27	100%

ETA Access should consider included a functional assessment as part of the eligibility process on an as-needed basis.

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	5	71%	8	47%	0	13	48%
Agree	1	14%	5	29%	3	9	33%
No Opinion	0	0%	1	6%	0	1	4%
Disagree	0	0%	3	18%	0	3	11%
Strongly Disagree	1	14%	0	0%	0	1	4%
No Response	0		0		0	0	
Grand Total	7		17		3	27	

Comments

Comment	Disposition
Collaborate with local disability programs	Noted
I believe that ETA and Sun Metro Lift should have similar eligibility requirements to cause less confusion with riders.	The proposed policy uses Sun Metro LIFT eligibility determination for service on ETA Access
It's important to vet eligible candidates	Noted
Concerned about neurodivergent folks being assumed well enough to ride a fixed route where their disability is not considered.	Noted; can be assessed with a functional assessment
Functional assessments can be an unbiased way to assess someone who truly needs this service	Noted
Functional assessments will help to make sure the person applying to use the service are truly needing the service.	Noted
Volar Center for Independent Living might be able to assist with eligibility.	Noted

7

Coordination

The FTA states that where coordination exists “citizens benefit from more extensive service, lower costs and easier access to transportation. Coordination can improve overall mobility within a community.”

EPATS, LGC was created for the purpose of encouraging and assisting local units of government to join and cooperate to provide regional multimodal transportation solutions.

Americans with Disabilities Act of 1990 (ADA)

The FTA requires that ADA paratransit plans include efforts to coordinate service with other entities which have overlapping or contiguous service areas or jurisdictions.

Transit providers are encouraged to coordinate **“to prevent political boundaries from becoming barriers to the travel of individuals with disabilities.”**

FTA encourages transit agencies with contiguous service areas or serving a defined region to coordinate **eligibility determinations** to facilitate regional travel.

FTA encourages coordination with other public entities or private property owners for **bus stops and sidewalks.**

EPATS Proposed Policy and Practices

ETA Access proposes to provide premium service outside of the ETA Access service area to provide round trip travel from the ETA Access service area to the Sun Metro ADA paratransit required service area.

ETA Access proposes to provide Sun Metro LIFT customers service from 3 transit centers into the ETA Access service area and back to destinations within Sun Metro ADA paratransit required service area.

ETA Access proposes to recognize Sun Metro LIFT eligibility determinations as automatically eligible for ETA Access services.

Peer Transit Agencies

Examples of peer agency coordination efforts include:

- Cross-area service
- Cost sharing and funding to enhance transportation for people with disabilities
- Eligibility determination program sharing
- Joint vehicle procurement
- Facility sharing
- Travel training program sharing
- Maintenance/ parts sharing programs
- Improvements to fixed route access for individuals with disabilities (e.g., sidewalk construction)

Summary

ETA Access should recognize Sun Metro LIFT customers as automatically eligible for ETA Access service.

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ No Response



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	5	71%	9	53%	1	15	56%
Agree	1	14%	6	35%	2	9	33%
No Opinion	1	14%	1	6%	0	2	7%
Disagree	0	0%	1	6%	0	1	4%
Strongly Disagree	0	0%	0	0%	0	0	
No Response	0		0		0	0	
Grand Total	7		17		3	27	100%

Sun Metro should recognize ETA Access customers as automatically eligible for Sun Metro LIFT service.

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses Sun Metro LIFT		Participant Does Not Use Sun Metro LIFT		No Response	All Participants Total	
	Number	Percent	Number	Percent	Number	Number	Percent
Strongly Agree	5	71%	9	53%	1	14	56%
Agree	1	14%	6	35%	2	10	37%
No Opinion	1	14%	1	6%	0	2	7%
Disagree	0	0%	1	6%	0	1	4%
Strongly Disagree	0	0%	0	0%	0	0	
Grand Total	7		17		3	27	100%

Comments

Comment	Disposition
Process eligibility at sun metro is a little bit more lenient	Noted
Eligibility should match between EPATs and Sun Metro to prevent issues	Noted; this is the proposed ETA Access policy
It's very difficult to go through the same process twice	Noted
The easiest for the rider the better	Noted
It should be allowed so that people can access transportation without an extra barrier	Noted
Helps improve access/streamline process A regional assessment helps and equals access One application for both systems Coordination will improve	Noted
A regional eligibility program would be very helpful and cost effective. Having to go through the process again can be hard for some and takes up time.	Noted
I feel that eligibility between both LIFT and ACCESS	Noted

services for customers should be fluid in order to better facilitate between the two systems.	
Sun Metro and EPATS should work together to make it easier for the potential ADA Paratransit rider.	Noted

SECTION 5. *ETA ACCESS* PUBLIC HEARING OUTCOMES

As required in 49 CFR 37.137, a public hearing was held to receive comments on the ETA Access paratransit plan. The public hearing was held in conjunction with the EPATS, LGC board meeting on Wednesday, May 22, 2024. Two individuals provided comment during the public hearing. Both individuals voiced support for paratransit service throughout El Paso County and encouraged the board to be as comprehensive as possible while maintaining a reasonably affordable system. Both individuals related the many residents of the county that the service would benefit.