EL PASO TRANSPORTATION AUTHORITY

"Safe, Reliable Transportation"

(915) 247-0505
director@elpasotransportationauthority.org
etaelpaso.gov
12135 Pebble Hills Boulevard, Suite 208
El Paso, TX 79936
Effective April 1, 2026

Stay Connected with ETA

#RideWithETA #EPTransit

ETA Mission – Safe, Reliable Transportation

El Paso Transportation Authority (ETA) helps people get around safely and on time. Our buses connect communities across El Paso County, primarily outside the City of El Paso.

ETA access

If you cannot use a ETA paseo fixed route bus, ETA can pick you up at your door. ETA access runs in the same areas and hours as ETA paseo fixed route buses.

ETA access Eligibility

To use ETA access, you must apply and meet ADA eligibility categories below. Eligibility is based on your ability to use regular buses. Eligibility decisions are usually made within 21 days. ETA access will only process applications for those outside the City of El Paso.

Eligibility Categories

- Category 1: Cannot get on or off a bus without help.
- Category 2: Need a lift or ramp to use the bus.
- Category 3: Have a condition that makes it hard to get to the bus stop.

Types of Eligibility

- Unconditional: Can take any ADA trip.
- Conditional: Certain trips or times only.
- Temporary: Short-term disabilities (e.g., broken leg).

Apply for ETA access

(915) 247-0505 l TTY/TDD: 711
Monday–Friday: 8:00 AM – 5:00 PM
Applications are available in English, Spanish, and accessible formats.
Download our new app called ETA access.
Book & cancel rides for ETA access & andale.

Download on the App Store
GET IT ON Google Play

Application Process

Step 1: Application Form: Fill out your information and have a healthcare professional verify your disability.
Step 2: Phone Interview & Assessment: ETA reviews your application, discusses your needs, and may schedule an in-person assessment with free transportation.

Submitting Your Application

- **Mail:** PO Box 920451, El Paso, TX 79901
- **Email:** director@elpasotransportationauthority.org
- **By eFax:** +1 (915) 232-9897

In Person (Monday–Friday, 8 AM–5 PM) all in El Paso

- **Volar CIL:** 1220 Golden Key Circle, (915) 591-0880
- **Amistad:** 3210 Dyer St., (915) 532-3790
- **Centro San Vicente:** 8061 Alameda Ave, (915) 859-7545
- **ETA Office:** 800 E. Overland Avenue, Room 423, (915) 273-3838
- **VIBE El Paso:** 1801 Wyoming Avenue, Suite 207, (915) 497-7819

Appeals

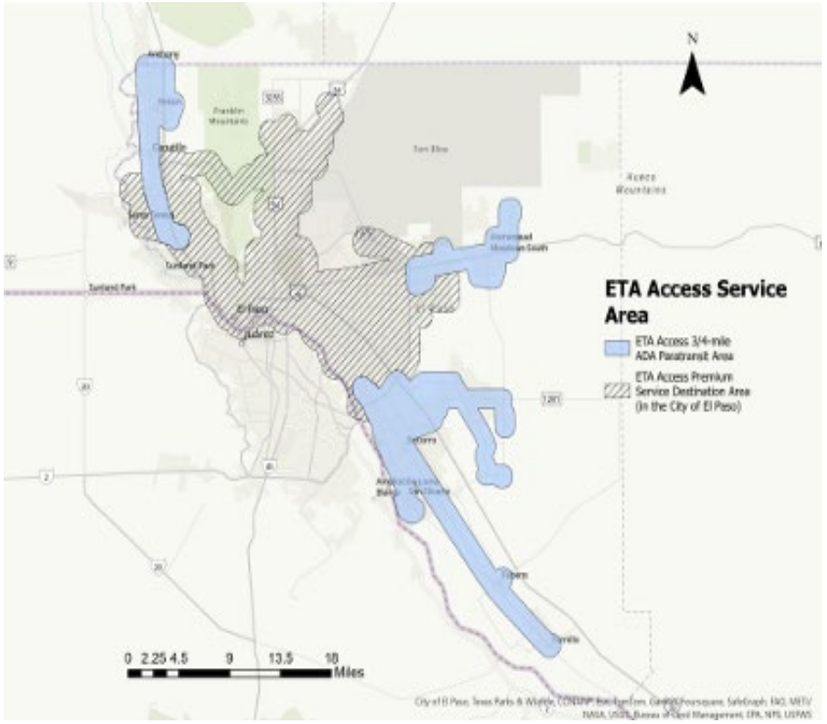
If your application is denied or eligibility is temporary/conditional, you can appeal within **60 days**
Email: appeals@elpasotransportationauthority.org
12135 Pebble Hills Boulevard, Suite 208
El Paso, TX 79936

Reserving a Trip

Call : (915) 247-0505
Hours: 8:00 AM – 5:00 PM, 7 days a week
Book 1–7 days in advance; next-day trips by 5 PM

- **Have ready:** Paratransit ID number (issued when approved); date/ time/ address, mobility devices info, Personal Care Attendant (PCA) information
- **Same-day reservations based on availability**

ETA access Service Area



ETA access Fares

Children: Children must ride with a guardian. Under 8 must use a Texas-approved safety seat, which must be secured and removed by the customer.

Cancellations & No-Shows

- **Advance**: Cancel at least 2 hours before your pick-up.
- **Early morning**: Cancel between 5:00 PM (previous day) – 8:00 AM by calling Dispatch.

ETA access Policies

Service Areas: Runs within ¾ mile of ETA paseo bus routes in East, West, and South Zones. Premium service covers the Sun Metro LIFT area within the City of El Paso. Trips outside the service area or if unsafe will be declined.

Service Animals & Pets: Service animals ride free, must be leashed, clean, and controlled. Non-service animals are allowed only in a secure cage.

Mobility Devices and Medical Equipment: ADA-compliant wheelchairs, scooters, and walkers (up to 30”×48”, 600 lbs) are allowed. Customers must transfer with minimal help; drivers cannot lift. Oxygen tanks are permitted. Oversized or unsafe devices may be refused.

Packages: Passengers may bring up to 3 bags, a small suitcase, or a personal cart (max 30”×18”×18”); strollers must be collapsed and children in safety seats.

Travel Training: Learn how to ride ETA paseo buses. Call (915) 273-3838 or email us for more details at: director@elpasotransportationauthority.org.

Other General Policies: Seatbelts must be worn. No smoking, alcohol, drugs, loud music, and/or hazardous items. Eating/Drinking is allowed only for medical needs.

Title VI of the Civil Rights Act of 1964

El Paso Transportation Authority operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI must file a complaint within 180 days of the alleged occurrence to FTA or El Paso Transportation Authority. Additional details are available on bus or online at **elpasotransportationauthority.org**

ETA access Service Hours

Monday – Friday: 5:00 AM – 8:20 PM
Saturday: 5:30 AM – 7:30 PM
Sunday: 7:00 AM – 6:00 PM

Customer Service & Feedback

(915) 273-3838 l TTY/TDD: 711
Monday–Friday: 8:00 AM – 5:00 PM
12135 Pebble Hills Boulevard, Suite 208
El Paso, TX 79936
Email: director@elpasotransportationauthority.org

Holidays Not in Service

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

Thank You for choosing ETA access

We provide safe, reliable, and accessible transportation for work, medical appointments, and everyday trips. Together, we keep El Paso moving!