

El Paso County

# ADA Paratransit Plan

DRAFT for Public Feedback



El Paso County Planning & Development Department

**APRIL 2024**

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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 [date], and approved [date].

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.

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## 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.

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**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.



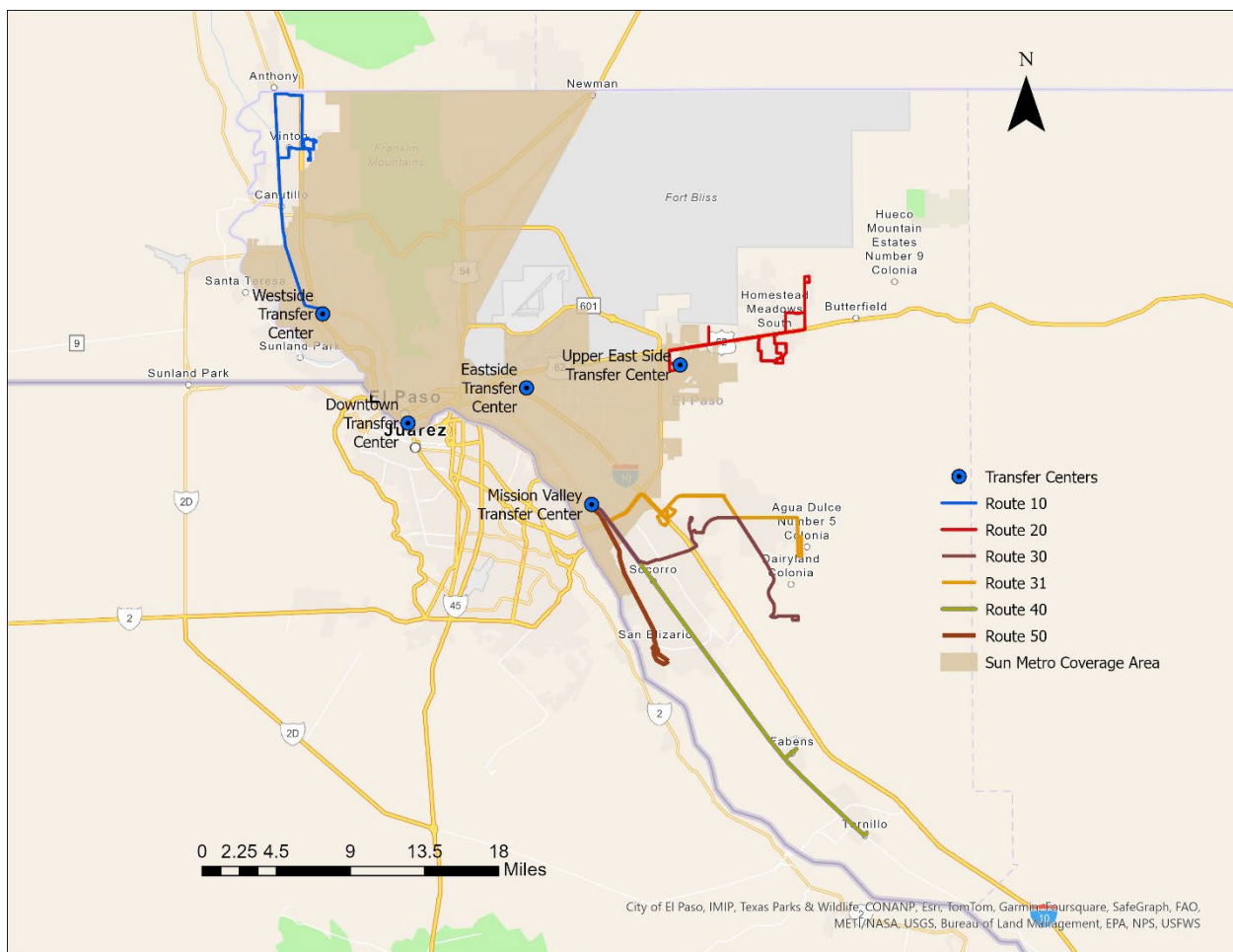
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In the East Area, Route 20 connects Homestead Meadows to Sun Metro's Upper Eastside Transfer Center via the Montana Avenue Corridor. The Upper Eastside Transfer Center is located at 12781 Edgemere Blvd, El Paso, TX 79938.

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**



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## **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**

<b>Fare Type</b>	<b>Cost</b>
Standard One-Way	\$1.50
Monthly Pass	\$48.00
Children 5 and Under <sup>a</sup>	Free

<sup>a</sup> 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)

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**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
<b>Households</b> with 1+ Persons with Disability	1,341 (29%)	1,209 (33%)	8,696 (30%)	11,246 (30%)
<b>Households</b> with zero vehicles	5 (0.1%)	5 (0.1%)	633 (2.2%)	643 (1.7%)
<b>Population</b> Age 18 + that Speaks Spanish and No English	1,421 (31%)	822 (23%)	7,467 (26%)	9,710 (8%)
<b>Population</b> with Income Below Poverty Level	3,545 (23%)	3,645 (25%)	22,868 (24%)	30,058 (24%)
<b>Population</b> 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%
<b>Total</b>	<b>24</b>	

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## 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***

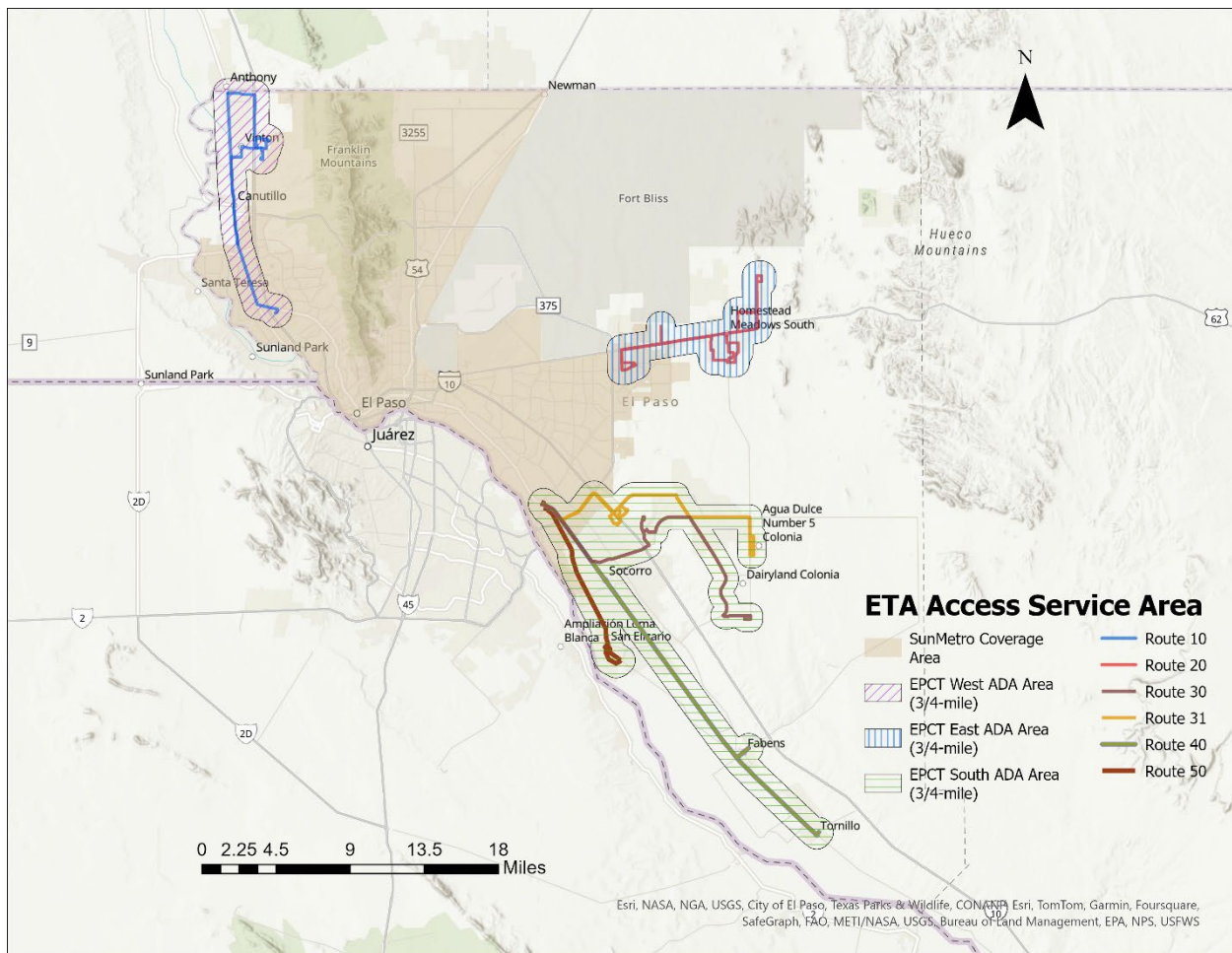
The minimum required ADA paratransit service area serves origins and destinations within corridors of three-fourths ( $\frac{3}{4}$ ) of a mile on each side of each fixed route, as well as a  $\frac{3}{4}$ -mile radius at the end of each fixed route. The service areas must have no "islands" (small area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

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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**

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**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

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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 ramp up period from July 1, 2024 to June 30, 2026. Table 9 provides the annual ridership estimates through December 31, 2029.

**Table 8. 24-Month “Ramp up” Period Monthly Ridership Estimates**

		South	West	East	
		Routes 30, 31, 40 and 50	Route 10	Route 20	Total
<b>2024</b>	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
<b>2025</b>	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
<b>2026</b>	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

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**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/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



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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

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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)

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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).

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*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**

<b>Metric</b>	<b>Standard</b>
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.

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**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	Week of	Week of	Week of	Week of	Week of	
	2024	5-Feb	12-Feb	19-Feb	26-Feb	4-Mar	11-Mar	18-Mar	25-Mar	1-Apr	8-Apr	15-Apr	22-Apr	29-Apr	Week of 5-May	Week of 12-May	
Access Advisory Committee	Access Advisory Committee Approval and Member Recruitment		AAC Initial Meeting - Frame		AAC Meeting #1		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)				
					Review By-Laws, ADA Plan TOC, Public Outreach Concept												
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 - 5/15/24 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	Customer Eligibility 21 Day Process Opens - 1 <sup>st</sup> Customers On-Boarded				
									Hiring Process Begins	4 ProMasters Readied	Operations Training						

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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 July 1, 2024
		AAC Meeting #4 - Final ADA Plan Comment (5/31/24)		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	
Public Outreach Process							
ADA Paratransit Service	Customer Eligibility Applications Processing Operations Training Continues					Trip Intake (Bookings) Begin	Service Start July 1, 2024

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## Five-Year ADA Paratransit Operating and Capital Budget

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

[Budget to be finalized with pricing proposal completion]

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

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## 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: [address]
- Phone: (xxx) xxx-xxxx
- TTY: (xxx) xxx-xxxx
- Website: www.
- Email:

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



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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 [address]
- In person at [address] between Monday through Friday from [times]
- Fax to xxx-xxx-xxxx

Once the applicant has submitted the application, the applicant can call the Eligibility Program at xxxxxxxx(voice) or xxxxx (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 xxx-xxx-xxxx (voice) or xxxxx (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

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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:

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- **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

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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

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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 \_\_(insert position name, and mailing address) \_\_, or
  - By email to \_\_(insert appropriate email address – should be an address that ensures those logging/tracking appeals to receive) \_\_.
- 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

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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.

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## VI. PUBLIC PARTICIPATION PLAN

El Paso County in partnership with EPATS is developing and implementing 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 V outlines the activities of in 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.

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The Access Advisory Committee (AAC) was approved by the EPATS Board on January 17, 2024 to be formed to provide input and insight into the plan, and provides 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.

Initially 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 X 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
- [Add on-going meetings as set]

## 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.

Three public meetings were held and advertised via email, list servs, newspapers, 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
  - Bus: Route 20
  - Saturday, 4/27/24, 8:30 A.M. to 11:30 A.M.



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- 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, LPG 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

# DRAFT FOR PUBLIC FEEDBACK

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.)
- 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 [Date]. 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 in a spreadsheet format. The spreadsheet includes the disposition of each comment – how it was addressed or an explanation of why it was not addressed. The draft ADA paratransit plan was updated to reflect the public input. A final draft of the ADA paratransit plan was made available on the website on xxxxx before adoption by EPATS on XXXX 2024. 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**

<b>Transportation Providers within EPCT ADA Paratransit Service Area</b>
<b>Amistad</b> - 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. <a href="https://projectamistad.org/adtrc/">https://projectamistad.org/adtrc/</a>
<b>Access2Care</b> - Broker for Medicaid Non-emergency Medical Transportation providers
<b>El Paso VA Health Care Center</b> - Disabled American Veterans (DAV). Provides free van rides to and from VA El Paso Healthcare (ambulatory).
<b>Vet Ride</b> - VA Transportation Service. <a href="https://www.vetride.va.gov/app/home">https://www.vetride.va.gov/app/home</a>
<b>Bienvivir</b> - 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.
<b>Project BRAVO, the El Paso Community Action Program</b> - 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.
<b>Rio Grande AAA</b> - 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
<b>Centro de Salud Familiar La Fe, Inc. (El Paso)</b> – Section 5310 fund recipient
<b>Good Samaritan Society White Acres (El Paso)</b> – Section 5310 fund recipient
<b>Nazareth Hall Nursing Center (El Paso)</b> – 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 & CERTIFICATION**

[Insert upon final resolution and certification]

## **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**

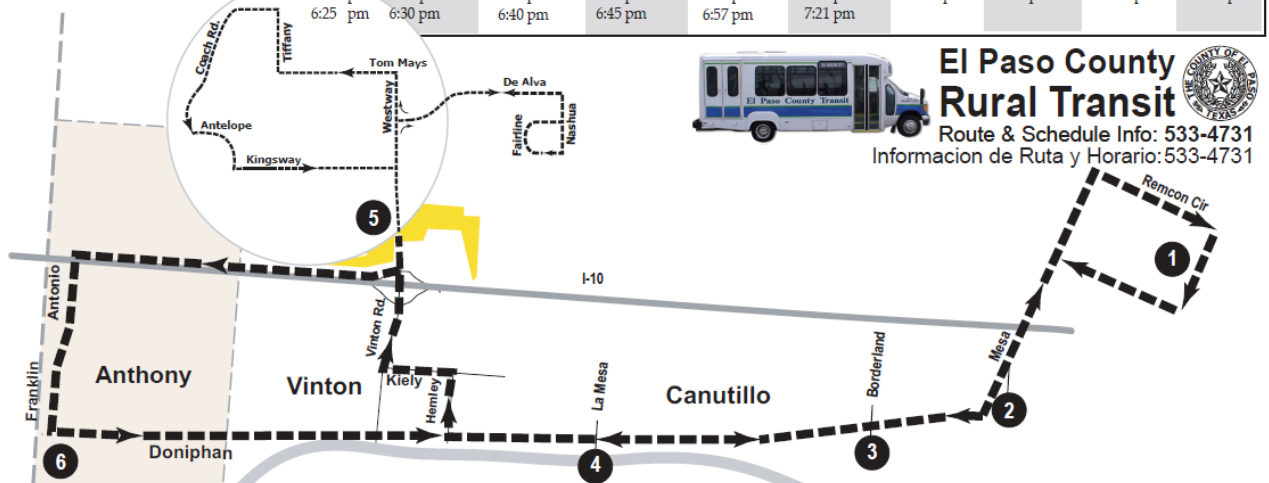
Change is given as credit in the form of a bus ticket; the new farebox machines will NOT give monetary change.

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 De Alva	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)									
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	2	1	
Upper East Side Transit Center	Montana Tierra Este	Montana Las Casitas	Montana Desert Meadows	O'Leary Debra Kay	O'Leary Cactus Blossom	Deerfield Greg	Montana Desert Meadows	Square Dance	Montana Tierra Este	Upper East Side Transit Center
Monday to Friday / Lunes a Viernes										
6:50 AM	6:55 AM	5:30 AM	5:45 AM	5:50 AM	5:55 AM	6:10 AM	6:20 AM	6:30 AM	6:40 AM	6:45 AM
8:25 AM	8:30 AM	7:05 AM	7:20 AM	7:25 AM	7:30 AM	7:45 AM	7:55 AM	8:05 AM	8:15 AM	8:20 AM
9:00 AM	9:25 AM	8:00 AM	8:15 AM	8:20 AM	8:25 AM	8:40 AM	8:50 AM	9:00 AM	9:10 AM	9:15 AM
10:00 AM	10:05 AM	8:40 AM	8:55 AM	9:00 AM	9:05 AM	9:20 AM	9:30 AM	9:40 AM	9:50 AM	9:55 AM
10:55 AM	11:00 AM	9:35 AM	9:50 AM	9:55 AM	10:00 AM	10:15 AM	10:25 AM	10:35 AM	10:45 AM	10:50 AM
11:35 AM	11:40 AM	10:25 AM	10:40 AM	10:45 AM	10:50 AM	11:05 AM	11:15 AM	11:25 AM	11:35 AM	11:40 AM
12:30 PM	12:35 PM	11:20 AM	11:35 AM	11:40 AM	11:45 AM	12:00 PM	12:10 PM	12:20 PM	12:30 PM	12:35 PM
1:00 PM	1:15 PM	12:05 PM	12:20 PM	12:25 PM	12:30 PM	12:45 PM	1:00 PM	1:10 PM	1:20 PM	1:25 PM
2:05 PM	2:10 PM	1:40 PM	1:55 PM	2:00 PM	2:05 PM	2:20 PM	2:30 PM	2:40 PM	2:50 PM	2:55 PM
3:00 PM	3:05 PM	2:20 PM	2:35 PM	2:40 PM	2:45 PM	2:60 PM	2:70 PM	2:80 PM	2:90 PM	2:95 PM
4:20 PM	4:25 PM	3:00 PM	3:15 PM	3:20 PM	3:25 PM	3:40 PM	3:50 PM	4:00 PM	4:10 PM	4:15 PM
5:15 PM	5:20 PM	3:45 PM	3:55 PM	4:00 PM	4:05 PM	4:20 PM	4:30 PM	4:40 PM	4:50 PM	4:55 PM
6:50 PM	6:55 PM	4:25 PM	4:35 PM	4:40 PM	4:45 PM	4:60 PM	4:70 PM	4:80 PM	4:90 PM	4:95 PM
Saturday & Sunday Service / Sabado a Domingo										
8:20 AM	8:25 AM	7:00 AM	7:15 AM	7:20 AM	7:25 AM	7:40 AM	7:50 AM	8:00 AM	8:10 AM	8:15 AM
9:55 AM	10:00 AM	8:35 AM	8:50 AM	8:55 AM	9:00 AM	9:15 AM	9:25 AM	9:35 AM	9:45 AM	9:50 AM
11:30 AM	11:35 AM	10:20 AM	10:35 AM	10:40 AM	10:45 AM	10:50 AM	11:00 AM	11:10 AM	11:20 AM	11:25 AM
1:05 PM	1:10 PM	1:20 PM	1:35 PM	1:40 PM	1:45 PM	2:00 PM	2:10 PM	2:20 PM	2:30 PM	2:35 PM
2:40 PM	2:45 PM	2:55 PM	3:10 PM	3:15 PM	3:20 PM	3:35 PM	3:45 PM	3:55 PM	4:05 PM	4:10 PM

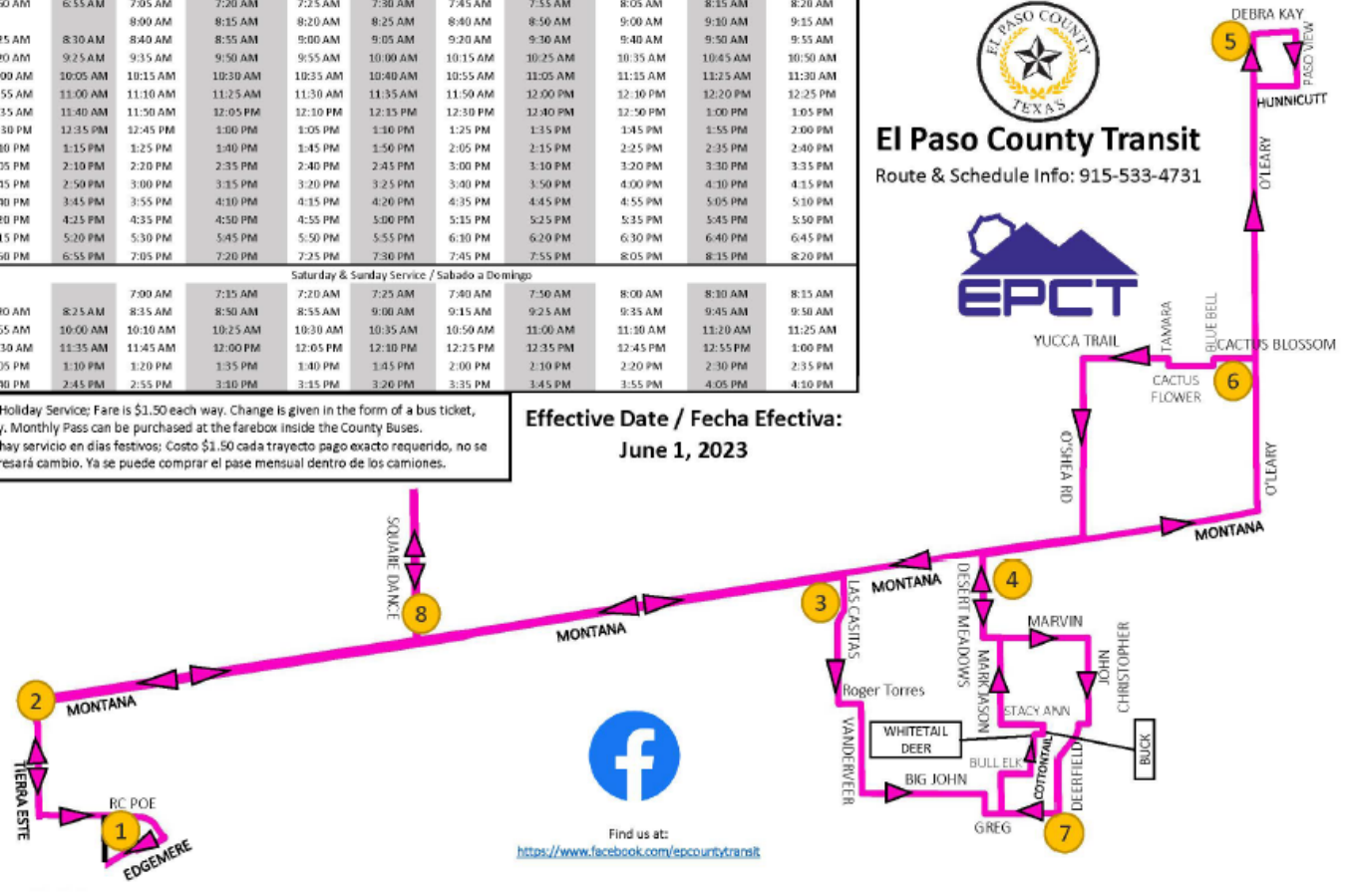
No Holiday Service; Fare is \$1.50 each way. Change is given in the form of a bus ticket, only. Monthly Pass can be purchased at the farebox inside the County Buses.  
 No hay servicio en días festivos; Costo \$1.50 cada trayecto pago exacto requerido, no se regresará cambio. Ya se puede comprar el pase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



Find us at:  
<https://www.facebook.com/epcountytransit>

**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).  
**Teniendo 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 naranjas sirven como referencia de tiempo.



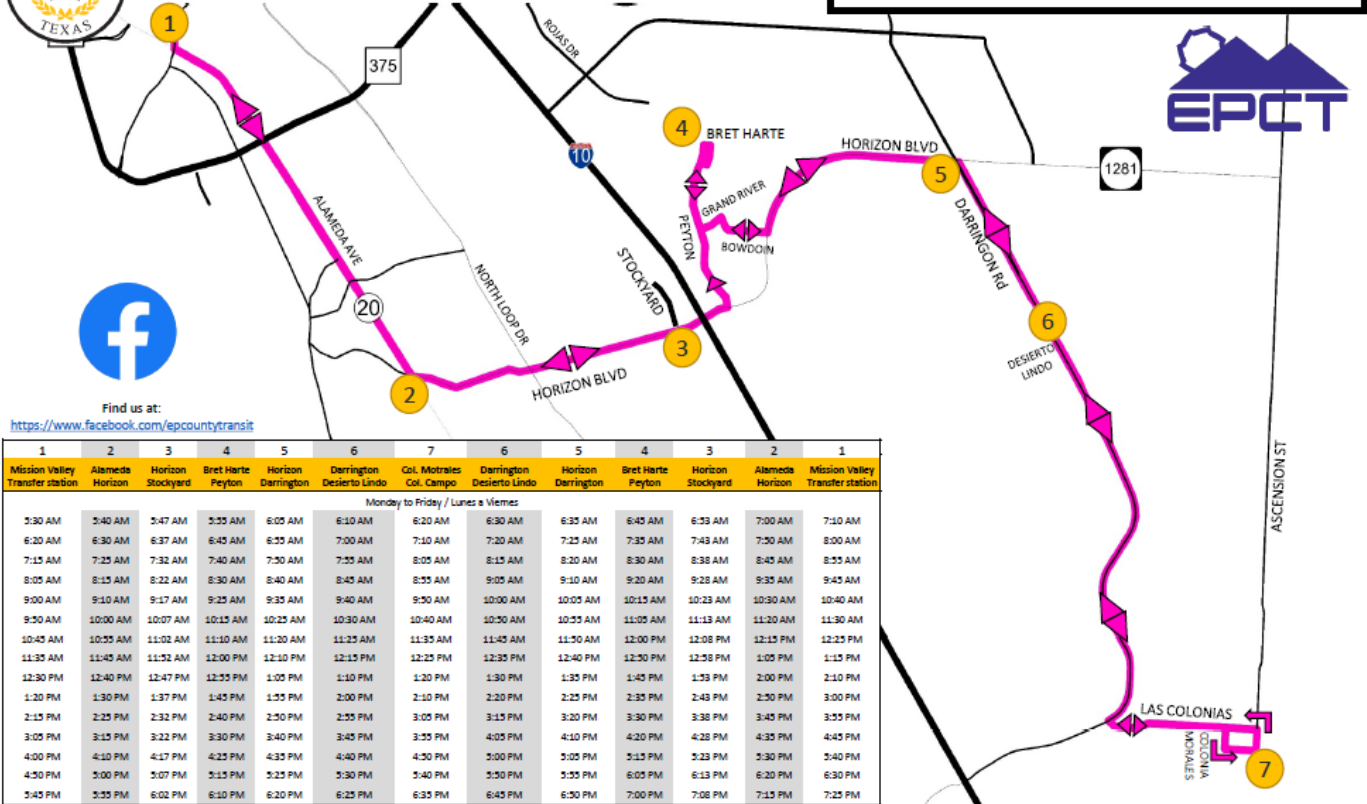
# El Paso County Transit

Route & Schedule Info: 915-533-4731

## Route 30 / Horizon



Find us at:  
<https://www.facebook.com/epcountysubtransit>



1	2	3	4	5	6	7	6	5	4	3	2	1
Mission Valley Transfer station	Alameda Horizon	Horizon Stockyard	Bret Harte Peyton	Horizon Darrington	Derrington Decierto Lindo	Col. Matrales Col. Campo	Darrington Decierto Lindo	Horizon Darrington	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 purchased at the bus. Effective November 1<sup>st</sup>, 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 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 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 / Sabado 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

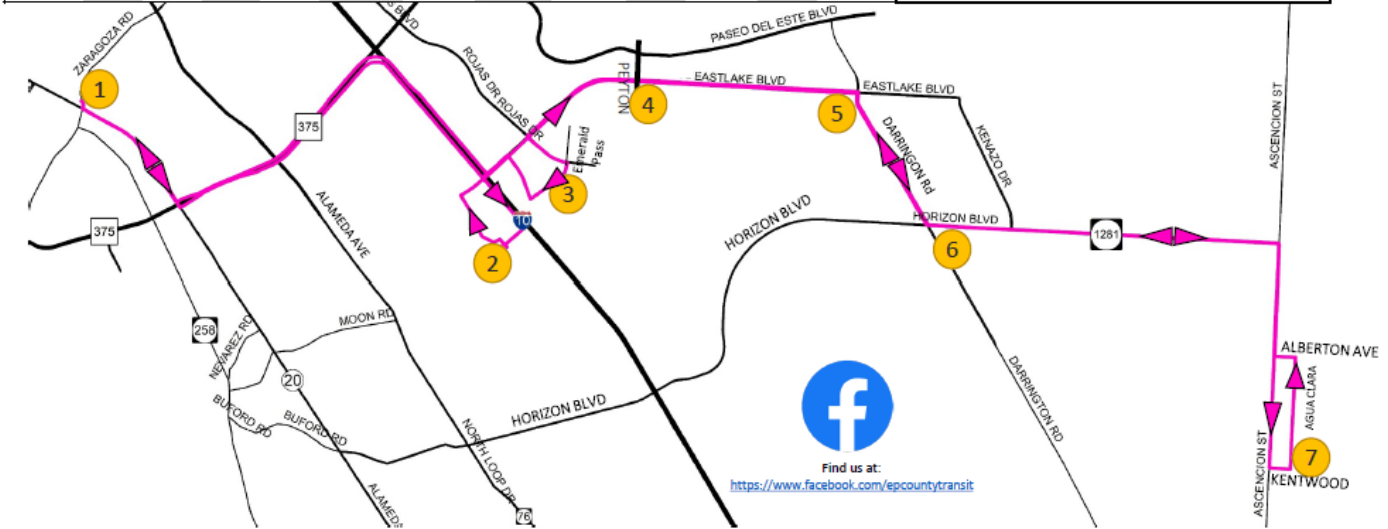
# Route 31 / Eastlake



**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 purchase at the bus. Effective November 1<sup>st</sup>, 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 autobus - Los pasajeros pueden abordar el autobus 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.

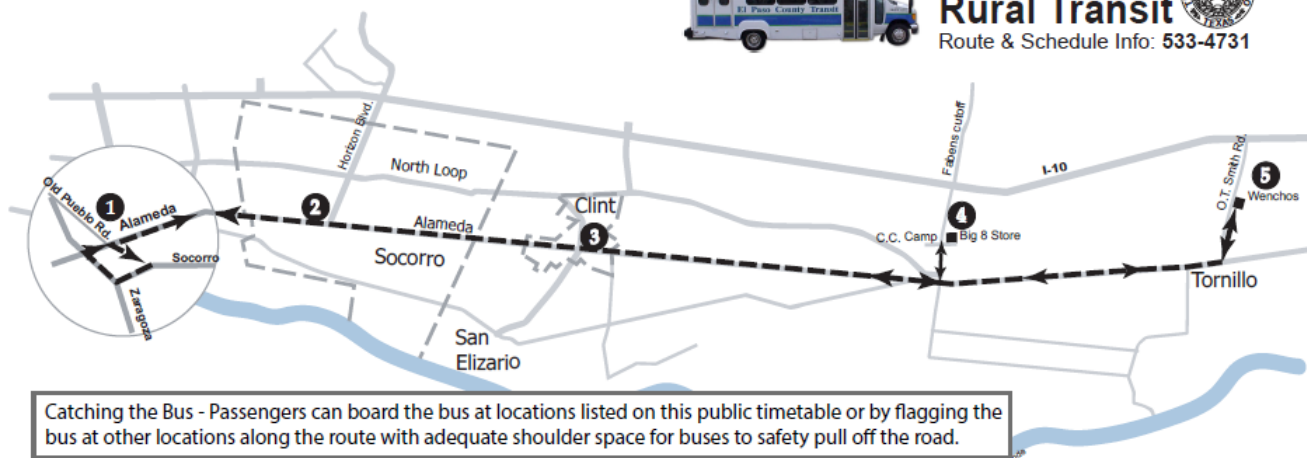
MORNING								
1	2	3	4	5	4	3	2	1
Alameda Zaragoza	Alameda Horizon	Alameda Clint	Fabens Big 8 Store	O.T. Smith Wenchos	Fabens Big 8 Store	Alameda Clint	Alameda Horizon	Alameda Zaragoza
7:35 am	7:45 am	7:54 am	8:08 am	8:22 am	8:37 am	8:49 am	8:58 am	9:09 am
9:14 am	9:24 am	9:33 am	9:47 am	10:01 am	10:16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



**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

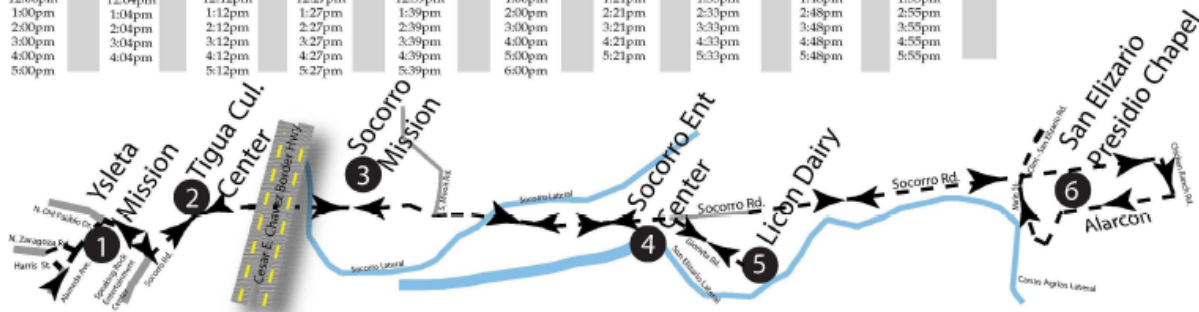
Mission Valley Terminal / Ysleta Mission	Tigua CuL Center	Socorro Mission	Socorro Ent. Center	Licon Dairy	MORNING (Mañana) San Elizario Presidio	Licon Dairy	Socorro Ent. Center	Socorro Mission	Mission Valley Terminal / Ysleta Mission
8:00am	8:04am	8:12am	8:27am	8:39am	9:00am	9:21am	9:33am	9:48am	9:55am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



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

## 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
10:00am	10:04am	10:12am	10:27am	10:39am	11:00am	11:21am	11:33am	11:48am	11:55am
11:00am	11:04am	11:12am	11:27am	11:39am	12:00pm	12:21pm	12:33pm	12:48pm	12:55pm
12:00pm	12:04pm	12:12pm	12:27pm	12:39pm	AFTERNOON (Tarde)		1:33pm	1:48pm	1:55pm
1:00pm	1:04pm	1:12pm	1:27pm	1:39pm			2:33pm	2:48pm	2:55pm
2:00pm	2:04pm	2:12pm	2:27pm	2:39pm			3:33pm	3:48pm	3:55pm
3:00pm	3:04pm	3:12pm	3:27pm	3:39pm			4:33pm	4:48pm	4:55pm
4:00pm	4:04pm	4:12pm	4:27pm	4:39pm			5:33pm	5:48pm	5:55pm
5:00pm	5:04pm	5:12pm	5:27pm	5:39pm					



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

<b>Location</b>	<b>Type</b>
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

<b>Location</b>	<b>Type</b>
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

<b>Location</b>	<b>Type</b>
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

<b>Location</b>	<b>Type</b>
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 Guadalupeana	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**



# El Paso Area Transportation Services (EPATS), LGC 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 xxx-xxx-xxxx or xxx-xxx-xxxx (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. EPATS 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: [Eligibility Program address]
- In person at [address] between Monday through Friday from [times]:

Once you have submitted the completed application, call the Eligibility Program at xxxxxxxx(xxxx voice) or xxxxxx (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. EPATS will provide free transportation for an In-Person Functional Assessment by calling the Eligibility Program at xxxxxxxx(xxxx voice) or xxxxxx (TTY). Transportation is provided to origins and destinations within EPATS 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 EPATS 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 EPATS 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 Eligibility Program, [address]. This form can also be dropped off at [address].

Please check one:  New Applicant  Existing EPATS 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
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### Applicant Contact Information

Home Phone	Cell Phone	Email
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### 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 EPATS 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 EPATS 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 EPATS, and to promptly inform EPATS 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 EPATS 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 EPATS, LGC 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. EPATS 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 EPATS, LGC 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 4<sup>th</sup> 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.*

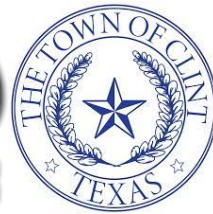
The Americans with Disabilities Act (ADA) requires public transit agencies that provide bus route transit service to operate complementary paratransit service. ADA paratransit service is for people with disabilities who cannot use or access the bus service because of a disability.

**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 15<sup>th</sup>, 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](mailto: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                               |                 |
| <br><b>Break</b>  | <br>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