

5:00 PM on the day before the trip date up to 8:00 AM on the day of service. In such a circumstance, ETA Access provides a way to cancel the trip via the Dispatch Line. (915) 247-0505; TTY 711; Monday-Friday: 5:00 AM to 8:20 PM; Saturday: 5:30 AM to 7:30 PM; Sunday: 7:00 AM to 6:00 PM.

No Show/Late Cancellation Policy

No-shows and late cancellations are defined as follows.

No-Show. A no-show occurs when an ETA Access vehicle arrives at the designated pickup location within the confirmed 30 minute be-ready window and the customer cannot be located. ETA Access dispatch staff will attempt to contact customer following a no-show; however, trips are not automatically cancelled and if we are unable to contact the customer subsequent trips will not be cancelled, and additional no-shows may be recorded. Where possible, a driver will leave a “door hanger” on the front door of the pick-up location indicating the time the door hanger was hung. A no-showed going trip will not trigger the automatic cancellation of a return trip for a round trip reservation.

Late Cancellation and Cancel-at-Door. A late cancellation occurs when a cancellation occurs less than two hours before the be ready window or when the ETA Access vehicle arrives at the designated pickup location within the confirmed 30 minute be-ready window and the customer decides not to take the trip (a cancel-at-door). A cancel at door is one form of a late cancellation.

It is up to the customer to cancel the return trip of a round trip if the return trip is not needed as a result of the going trip being a no-show or being cancelled. If the return trip is not needed, you

need to cancel that trip, lest a no-show be recorded for the return trip.

ETA services are supported by public funds and no-showed trips and late cancellations add significant financial costs to our program. They also impact route efficiency and serviced quality for all customers. In accordance with ADA regulations, ETA Access is permitted to have a suspension policy for customers who establishes a 'pattern or practice' of missing scheduled trips.

No-show/late cancellations are considered excessive when a customer reserves 7 or more trips within any month and no-shows and/or late cancels 20% or more of those scheduled trips. This will be considered a pattern or practice and the customer will be sent written notification that he/she has violated the No-Show/Late Cancellation Policy and is subject to suspension.

The following suspension periods shall apply to violations of this policy that occur within the same rolling 12-month period.

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|--|-------------------------|
| • 1 st Violation | Verbal Warning |
| • 2 nd Violation | Written Warning |
| • 3 rd Violation | 1 Week Period (7 days) |
| • 4 th Violations | 2 Week Period (14 days) |
| • 5 th or Subsequent Violations | 4 Week Period (28 days) |

Verbal warnings are to be delivered by vehicle operators at the pick-up point (in the event of a cancel-at-door) or over telephone by the reservation agent (if a late cancellation) or by a dispatcher or customer service representative (if a no-show). ETA Access staff shall document all verbal warnings.

Subscription service will be cancelled after the second violation for any customer who is suspended under this no-show/late

cancellation policy. A pattern of frequent, random advance cancellations (at least two-hours before the beginning of the pick-up window), reflecting at least 25% of the subscription trips in a given month, will result in the removal of that trip from subscription service. Riders may temporarily suspend subscription service (e.g., if away on vacation or for an extended illness) without penalty.

Before service is suspended, ETA Access will take the following steps:

1. Notify the customer in writing that ETA Access proposes to suspend service, citing specifically the basis of the proposed suspension and setting forth the proposed sanction, including effective dates. When imposing a suspension, all future trip requests booked for the suspension period will automatically be cancelled.
2. Provide the individual an opportunity to be heard and to present information and arguments.

The ADA guarantees that a customer may file a local appeal of a suspension under this policy. If a customer requests an appeal, ETA Access service will be provided to the customer until the appeal is heard and decided.

No-Show/Late Cancellation Reversals and Suspension Appeals

Customers will not be penalized for missed trips (that occur due to ETA Access errors, or for reasons beyond the customer's control). If you feel that you have been issued a no-show or late cancellation incorrectly, please contact ETA Access Complaint Management Line.

Customers may also appeal the determination by ETA Access that they have developed a pattern and practice of missing their trips. Customers may request an appeal of a no-show or a pattern and practice determination by letter, email, or telephone within 60 days of the date of the no-show or pattern and practice determination by contacting the ETA Access Complaint Management Line (see above).

If requested, ETA Access staff will assist a customer to submit an appeal of a no-show or a pattern and practice determination. You have the right to be heard in person with free transportation provided to the customer if you wish to have this conversation at the ETA Access office.

OVERVIEW OF ETA POLICIES

Service Areas

As minimally required by the ADA, ETA Access' ADA paratransit service is provided within the $\frac{3}{4}$ mile transit route corridors on either side of ETA Transit's local bus routes. These three zones are called the East Zone, the West Zone and the South Zone. As the routing of local bus routes change, so may the ADA paratransit service area.

ETA Access' premium service is provided between the West Zone and the East Zone, between the East Zone and the South Zone, and between the South Zone and the West Zone. Premium service is also provided between each of these zones and destinations in Sun Metro's ADA paratransit service area.

All trips are direct and do not require a transfer.

The ADA paratransit service zones and the premium service destination area are pictured in Figures 1 page 15 of this Riders Guide. ETA Access reservation agents will advise customers whether or not the trip being requested is an ADA paratransit service area or a premium trip destination area (as the fare is different) based on the origin and destination of the trip being requested or whether the trip origin and/or destination is not in either area and cannot be served.

Service Hours

ETA Access' ADA paratransit service operates only during the same hours of the day and days of the week that the ETA Transit local buses operate. This ensures the equity between the bus network and the paratransit service. Changes to ETA Transit service days and hours may result in a change to the service days and hours of ETA Access.

ETA Access' premium service operates on the same schedule as the ADA paratransit service.

ETA service days and hours are found on page 4 of the Riders' Guide. ETA ACCESS Paratransit Reservationist will advise customers regarding the service hour availability for requested trips.

Fares

Under the ADA, ADA paratransit fares may be no more than twice fixed-route transit fares. With ETA Transit fares are set at \$1.50, ADA paratransit fares must be no more than \$3.00. The current fare for ETA Access ADA paratransit is \$2.50. Also in concert with the ADA, Personal Care Attendants (PCAs) ride free, and companions pay the same fare as the customer they are accompanying.

Under the ADA, there are no such constraints limiting fares for premium service. ETA Access premium fares are currently set at \$5.00, which is equivalent to the cost of a trip *if* a transfer were to be required between ETA Access and Sun Metro's LIFT service, both having \$2.50 fares. However, with ETA Access premium service, transfers are not required.

30-Minute "Be-Ready" Window and Driver Wait Time

When a trip is scheduled, customers will be given a confirmed be-ready window for a trip pick-up, regardless of whether the trips is requested based on a desired pick-up time or a desired drop-off time. (Customers must specify either a desired pick-up time or a desired drop-off time when requesting a trip).

A vehicle arriving within this "be-ready" window is considered to be on-time. All customers must be ready to depart at the start of their be-ready window.

Drivers arriving within the be-ready window will wait for five (5) minutes upon arrival and may depart thereafter if the customer is not ready. If the vehicle arrives early, the five minute driver wait time will not start until the beginning of the be-ready window. Attempts to reach the customer by phone will be made before departing.

Response Time for Will-Call Return Trips

For medical return trips only, customers may request a will-call return instead of requesting a scheduled pick-up time. When ready to return, call (915) 247-0505 to request the will-call return trip. Vehicle will arrive within one hour after the call.

Trip Confirmation and Imminent Arrival Notifications

ETA Access will place both a confirmation call or text (depending on the preference of the customer) the evening before the trip date and an imminent arrival call or text when the vehicle to which your trip is assigned is approximately 5 to 10 minutes from your pick-up location.

Early Vehicle Arrivals at the Pick-up Location

A customer may, but is not required to, board the vehicle early if a vehicle arrives before the start of the be-ready window. The driver will wait until the start of the customer's be-ready window before approaching the customer's external door.

If the vehicle arrives early and the customer does not wish to board the vehicle at time, the driver will wait until the beginning of the be ready window before escorting the customer to the external door. Also, if the vehicle arrives early, the 5-minute driver wait time will not begin until the beginning of the confirmed be-ready window.

Late Vehicle Arrivals at the Pick-up Location

If a vehicle has not arrived by the end of a customer's confirmed be-ready window, the customer should call the ETA Access Dispatch Line to report a late vehicle and to get an estimated arrival time. Customers are requested not to call this number to report a late vehicle until the vehicle is actually late.

ETA Dispatch staff will address the situation to provide a real-time trip solution. In such an event, the customer may choose to complete the trip, in which case the trips will be deemed a “late trip” or may decline to take the trip, without penalty. If the vehicle is late or the customer calls in after the end of the be-ready vehicle to cancel a trip or doesn't appear (possibly because they found another ride), the trip will be deemed a “missed trip” which is the fault of the ETA Access operations contractor and not the customer. See also **Missed Trips**.

The on-time goal for ADA paratransit trip pick-ups is 90%. Regardless of whether this is actually achieved, a pattern of late pick-ups may constitute a capacity constraint, which is not permitted under the ADA.

Early and Late Vehicle Arrivals at the Drop-off Location

For completed trips requested based on a requested appointment (drop-off) time a drop off that is more than 30 minutes before the confirmed drop-off time is “early” and not on-time. To be on-time for such trips, a drop-off can be no later than confirmed drop-off time and be within 30 minutes prior to the confirmed drop-off time. For example, if the confirmed drop-off time is 3:30, the trip has an on-time drop-off if the actual drop off is between 3:00 and 3:30. If the actual drop-off is before 3:00, the drop-off is “early” and not on-time. If the actual drop-off time is at 3:31 or later, the trips is “late” and not on-time.

ETA Access' on-time performance goal for ADA paratransit drop-offs (for trips that are requested based on a desired drop-off time or appointment time) is 95%. Regardless of whether this is achieved, a pattern of early and/or late drop-offs may constitute a capacity constraint, which is not permitted under the ADA.

Missed Trips

A missed trip is defined as an event where (1) the vehicle never arrives; (2) the vehicle arrives early and departs before the confirmed be-ready window begins; (3) the vehicle arrives on-time or late but departs before the 5-minute driver wait time is over; (4) a vehicle operator fails to carry out specific instructions included with the reservation (e.g., a specific building entrance, honk on arrival, etc.), which results in the rider missing their ride; or (5) the vehicle arrives after the end of the confirmed pick-up window and the customer no-shows or cancels-at-door or calls in to cancel the ride after the end of the be-ready window.

Such an event is the fault of the ETA Access operations contractor and not the customer. Missed trips are not considered no-shows and must be tracked separately by the contractor.

In the event of missed trip, customers will be given full explanation of the cause of the missed trip, such as scheduling error or driver error, and the steps that will be taken and monitored to avert a repeat of the occurrence.

If the customer believes that a no-show or late cancellation has been incorrectly assessed to the customer when it should have been deemed a missed trip, the customer should call the ETA Customer Service line at (915) 297 – 1227.

ETA Access' goal for ADA paratransit service is to ensure that missed trips do not comprise more than 0.5% of the completed trips. Regardless of whether this is actually achieved, a pattern of missed trips may constitute a capacity constraint, which is not permitted under the ADA.

On-Board Travel Times and Excessively Long Trips

ADA paratransit regulations require ETA Access be provided at a level that is comparable to ETA Transit local bus service.

Accordingly, customers may expect that the time it takes to make an ADA paratransit trip will take a comparable amount of time that the trip would take on ETA Transit. Comparability is based on the length of time required to make a similar trip between the same two points using ETA Transit, including time spent traveling to and from a boarding point and waiting for the bus to arrive.

Trips with on-board travel times that exceed this definition are deemed "excessively long." ETA Access' goal for ADA paratransit service is to ensure that excessively long trips do not comprise more than 2% of the completed trips. Regardless of whether this is actually achieved, a pattern of excessively long trips may constitute a capacity constraint, which is not permitted under the ADA.

Excessively Long Telephone Hold Times

Excessively long hold times can also point to a capacity constraint – such as not enough lines or not enough call-takers.

Reservations average hold time shall be monitored for each hour the Reservation Line and the Dispatch Line is open.

For the Reservations Line, ETA Access's goal is to ensure that the average hold time in any hour is below two (2) minutes average and does not exceed a maximum hold time of five (5) minutes for any call.

For the Dispatch Line, ETA Access's goal is to ensure that the average hold time in any hour is below one (1) minute average and does not exceed a maximum hold time of two (1) minutes for any call.

Regardless of whether these standards are actually achieved, a pattern of excessively long trips may constitute a capacity constraint, which is not permitted under the ADA.

ETA Access is a Shared-Ride Service

ETA Access is a shared ride, on demand, public transportation service. You can expect multiple pickups and drop-offs along your route just like you would expect on ETA Transit.

Drivers must perform their pickups and drop-offs in the assigned order. They are not permitted to deviate from their scheduled routes under normal circumstances. Routes are designed to meet the needs of all riders as efficiently as possible. It is common for other riders to be picked up and dropped off before the first rider reaches their destination.

In some cases, it may be necessary for the vehicle to pass near your drop-off location to perform another pickup or drop-off on time, before returning to complete your trip. In other cases, trips may be added to your route while it is in service, to help recover from service disruptions elsewhere in the system.

Driver Assistance – Door-to-Door

Drivers will get out of the vehicle and let you know they have arrived. They can assist you between the exterior/lobby door and the vehicle (if they do not lose sight of their vehicle for more than a few seconds), offer an arm for stability, deploy the vehicles ramp or lift, and are responsible for using the proper securement devices to make sure all riders are safe and secure. Should you

need additional assistance please plan and travel with a personal care attendant. (see page 16).

Drivers are unable to enter a residence (including a garage), enter a building to look for a passenger, access driveways, or lose sight of their vehicles. Drivers cannot make unplanned stops, secure child safety seats, assist with personal care, or accept any form of tips. If you had a great experience, we encourage you to submit a compliment to ETA Access Customer Service (915) 297 – 1227.

Customers should be waiting before the vehicle is scheduled to arrive. The driver will only wait five (5) minutes (from the time the vehicle arrives, or from the start of your confirmed be-ready window, whichever occurs later) for you to appear before leaving. You must be waiting where you can tell if the vehicle has arrived.

Service Limitations

Eligibility for the service does not always mean that the service will be able to serve you in every situation. For example, if your pick-up or drop-off location is outside the service area you may need to establish an alternative location within our service area. If it is determined that a pickup or drop-off location is not safe to maneuver in any one of our vehicles, we will not be able to serve that location (i.e., dangerous double parking, required back up of vehicles, low hanging branches, no safe area to load client, steep or narrow roadways, etc.). In these cases, arrangements may be made for an alternative pickup location that is safe.

Reasonable Modification Requests

Under the ADA, ETA Access may modify ADA paratransit policies and procedures to assist customers. Accommodations are not considered reasonable if they endanger the paratransit driver or others, place an undue financial burden, or change the nature of the

ADA paratransit service as described within this Riders' Guide.

Customers may request reasonable modifications at any time by calling the ETA Access Eligibility Department (915) 247-0505 during the eligibility process or while scheduling trips, or on the day of the trip if the need arises. Reasonable Modification can be requested by telephone, or by email, letter, in-person, or online. Reasonable Modifications are typically granted for the duration of the current eligibility certification period and may be re-evaluated at the time of recertification.

Examples of Reasonable Modifications include but are not limited to:

- Requesting to be picked up or dropped off at a specific entrance, rather than at the entrance location that was pre-designated by the transit agency.
- If a passenger with diabetes or another medical condition requests to eat or drink aboard a vehicle to avoid adverse health consequences, the request should be granted.
- A passenger's request to take medication while aboard a vehicle should be granted.

Examples of Modification Requests that are not deemed reasonable include but are not limited to:

- A passenger's request for an exclusive paratransit trip may be denied as a fundamental alteration of service. Paratransit is by nature a shared-ride service.
- Dedicated driver or vehicle (i.e., sedan rather than a small bus/cutaway, to provide a more comfortable ride) may be denied.

- A passenger's request that the driver take charge of a service animal may be denied.
- A passenger's request for a specific driver may be denied.
- Drivers are unable to handle gears or maneuver a customer's mobility device.

For more information on Reasonable Modification, refer to DOT 49 CFR Parts 27 and 37 "Transportation for Individuals with Disabilities: "Reasonable Modification of Policies and Practices" at <http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>

Personal Care Attendants

A Personal Care Attendant (PCA) is someone whose services or presence is required by the customer to meet his or her personal needs or to assist in traveling. Paratransit customers are responsible for providing their own PCAs. Customers should inform the reservationist when they will be traveling with a PCA to ensure an extra seat is reserved on the paratransit vehicle. One (1) PCA may ride free with an eligible customer. The PCA and the eligible customer must have the same pickup and drop off locations.

Though the need for a PCA is normally documented during the eligibility certification process, customers may inform ETA Access at any time regarding changes to their abilities that require the assistance of a PCA.

Companions

A companion is a friend, relative, or other person who accompanies a paratransit customer on a trip who is not a personal care attendant.

Customers shall inform the trip scheduling reservationist when they will be traveling with a companion to ensure an extra seat is reserved on the paratransit vehicle. Companions must share the same pickup and drop-off locations as the customer. Companion trips fares are the same as the customer they are accompanying.

ETA Access shall accommodate one (1) companion upon request. Additional companions may be requested on ride if space permits.

Service Animals

Under Title II and Title III of the ADA regulations, a service animal is defined as an animal that has been individually trained to do work or perform tasks for an individual with a disability to include physical, sensory, psychiatric, intellectual, or other mental disabilities. The task(s) performed by the service animal must be directly related to the person's disability.

Service animals may travel on paratransit vehicles to assist individuals with disabilities, subject to the following conditions:

- Service animals must remain on a leash and under full control of the customer at all times.
- Service animals must not misbehave (e.g., soiling the vehicle or growling at or harassing customers, the operator, or other Service Animals).
- Service animals should generally remain in a down or sit position. Service animals may not block the aisle of the vehicle.
- Service animals shall not occupy vehicle seats unless space limitations prevent the service animal from remaining off the seat.

- Service animals shall be in a state of cleanliness in the interest of other paratransit passengers and the paratransit driver.

Customers shall inform the reservation agent when they will be traveling with a service animal to ensure sufficient room on the paratransit vehicle.

If your service animal is out of control (which includes any behavior that infringes on the rights of other customers/clients, passenger, drivers, or individual, including sniffing, begging, growling, whining, barking, wandering, jumping, or any other disruptive behavior), is sick, or eliminates in public; ETA Access may ask that the service animal not accompany the rider on our service because of 'out of control' behaviors. Only the service animal can be excluded for 'out of control behavior and not the handler.

Pets

Customers may also travel with a pet if in an approved cage and under the control of the customer at all times.

Mobility Devices

Customers may use wheelchairs, canes, walkers, and other mobility devices that are able to fit on the paratransit vehicles. A wheelchair is a mobility device belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

In accordance with 49 CFR section 37.165, we will transport individuals using wheelchairs if their devices meet the definition of a wheelchair and can be accommodated on our accessible vehicles (e.g., they fit on the lift or ramp and in the securement

area). We may decline to transport a wheelchair/occupant if doing so would be inconsistent with “legitimate safety requirements,” as discussed below. At a minimum, all occupied wheelchairs weighing up to 600 pounds and measuring 30 inches in width and 48 inches in length.

ETA Access will make every attempt to accommodate our riders, however, if your mobility device exceeds the dimensions above it is considered oversized, we may not be able to transport you as it may damage the mobility device, vehicle, lift, or ramp, and may impose an unreasonable safety hazard.

A ride request involving an oversized chair will be placed on stand-by until ETA Access can determine if our fleet and routing are available to accommodate the wheelchair. ETA Access will accommodate oversize wheelchairs and scooters whenever possible.

Customers who are concerned about the size of their mobility devices and whether the device will fit on board paratransit vehicles should call the ETA Access Eligibility Department Line ((915) 247-0505) to arrange to have the device measured.

Mobility Devices and Customer Safety

Customers who are transferable can move from their mobility device to the seat of the vehicle and back with a minimum of assistance. A minimum assistance is defined as a driver extending an arm or stabilizing the mobility device while the customer moves in and out of the device. Drivers are prohibited from lifting or carrying customers.

Customers may board separately from their mobility devices but must be able to control the movement of the mobility device into the vehicle.

Drivers are not allowed to control the movement of a mobility device.

For safety reasons, customers using three-wheel scooters are strongly recommended to transfer out of their scooter into the seat of the paratransit vehicle whenever possible.

All mobility devices must be properly secured on ETA Access vehicles. We also recommend, but do not require, the use of lap belts and shoulder harnesses. Wheelchairs that need to be reclined more than 45 degrees cannot be transported since we cannot safely secure the client.

Drivers have the discretion regarding transporting mobility devices that pose an immediate safety threat to others aboard a paratransit vehicle. ETA Access will work with customers to address the safety of their mobility devices.

Wheelchairs and scooters including attachments are unable to block an aisle and interfere with the safe evacuation of passengers in an emergency, and the operator could deny carriage of that wheelchair based on safety requirements.

Drivers cannot assist customers who use mobility devices up or down steps or other obstructions over five eighths (5/8) of an inch in height. A ramp must be available, or the customer must have someone available at the pickup and drop-off location to help negotiating obstacles.

Miscellaneous Medical Equipment

Customers may travel with oxygen tanks and respirators when using paratransit service. For safety reasons, oxygen tanks and respirators must be secured to prevent oxygen tanks from falling or becoming dislodged and striking other objects, customers, or riders in the vehicle.

Packages on Paratransit Vehicles

Customers may bring up to three (3) grocery bags or the equivalent onboard a paratransit vehicle. Equivalent items may be bags, packages, or suitcases. Customers must be able to control the packages that they bring with them aboard a paratransit vehicle. Packages and parcels may not obstruct aisles or prevent seats from being used. ETA Access will not transport unoccupied packages and are not required to assist customers with packages. For the safety of you and others onboard the vehicle, if you are trying to bring items that exceed this policy, you may not be permitted to ride.

Replacement ID Cards

There is a \$5 replacement card fee, and the number of replacement cards issued may be limited. For more information the ETA Access Eligibility Department at (915) 247-0505) during business hours.

Lost & Found

Drivers are not allowed to return any items that have been left inside a vehicle. If an item has been left inside a vehicle, please contact ETA Access immediately and provide details of the item. If the item is located, you may pick the item up at ETA Access (Transdev 700 W San Francisco, El Paso TX 79901).

Please note ETA Access is not responsible for lost or damaged items. Lost and Found items are kept for 30 days then discarded.

General Policies

- Customers should carry their paratransit identification cards with them when using ADA paratransit service. Drivers may check customer paratransit identification cards.

- Customers are required to wear seatbelts while on paratransit vehicles.
- Drivers may assist with seat belts.
- Smoking is NOT allowed onboard
- Eating, or drinking, is NOT allowed onboard unless the customer must eat/drink to address a health condition.
- Use of alcohol or illegal drugs while onboard is prohibited.
- Radios, cassette, or disc players are not permitted to be played aloud while onboard.
- Customers shall NOT bring explosives, flammable liquids, acids, or other hazardous materials onboard.
- Customers are responsible for securing and removing their child's car seat.

Seriously Disruptive Behavior

Seriously Disruptive Behavior is defined as; violent, seriously disruptive, or illegal conduct; individuals who pose significant risk to the health and safety of others. Behavior by an individual that is in some way truly disruptive to service provision and the event was both intentional and within the customer's control as verified by the customer or their representative.

Examples of Seriously Disruptive Behavior include, but are not limited to:

- Getting out of a seat while a paratransit vehicle is in motion.
- Leaving a paratransit vehicle while it is parked to pick up or drop-off another customer.

- Disturbing a paratransit vehicle operator while the operator is driving.
- Disturbing other customers.
- Refusing to wear a seatbelt or refusing to exit the vehicle.
- Violent behavior.
- Physically or verbally threatening vehicle operator or other customers.
- Engaging in conduct or activity that is a danger to the customer, other customers, or the driver.
- Smoking onboard a paratransit vehicle.
- Damaging or destroying vehicle equipment.

Notification Letters are sent to customers with complete details about seriously disruptive behavior incidents, information on how to appeal a specific seriously disruptive behavior incident, the appeal process and their rights including the right to be heard in person and the provision of free transportation to and from the appeal.

The appeal process will be conducted by administrators who were not involved in the original determination of the seriously disruptive behavior so they may be objective. Customers may request an appeal of a seriously disruptive behavior service suspension by letter, email, or telephone within 30 days of the date suspension notification by contacting ETA Access. ETA Access may recommend that a customer travel with a PCA to assist the customer control his or her disruptive behaviors.

To Appeal a Seriously Disruptive Behavior Suspension, contact us at:

ETA Access Eligibility Department
Transdev, 700 W San Francisco, El Paso TX 79901
(915) 247-0505; 711 TYY

If needed, ETA Access staff will assist a customer to submit an appeal of a seriously disruptive behavior service suspension.

ETA ACCESS CUSTOMER SERVICE

Quality Service and Customer Feedback

ETA Access is committed to providing all riders with safe and reliable transportation service. Each customer is important, and we encourage customers to provide us with feedback so we can provide you with quality service.

To submit a complaint, compliment, or suggestion regarding ETA Access service, please contacting ETA Access Customer Service at (915) 297-1227, 711 (TTY). Or, visit us online at www.elpasotransportationauthority.org/access to fill out a feedback form, and you will be provided a reference number by email to help you track you request.

Our formal complaint process includes an investigation and to assist in the process we recommend submitting the following information as soon as possible:

- Customer paratransit identification number;
- Exact date and time of the trip;
- Description of the incident; and,
- Address of the pickup location or destination.

All complaints are taken seriously, and every effort is made to resolve complaints in a timely manner. Tracking numbers are assigned to each complaint received by ETA Access and are provided to customers for their future reference. A complete description of the complaint process and how to appeal any resolution if unsatisfactory is available at www.elpasotransportationauthority.org/access

If a customer believes that ETA Access has not responded appropriately to a complaint, customers may call ETA Customer

Services Department at (915) 297- 1227, or TTY 711 for assistance.

Our drivers and staff strive to provide customers with excellent customer service so when you have an exceptional experience, we appreciate you taking the time to submit those compliments so we can recognize those staff members.

Title VI

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” ETA Access have adopted policies that promote equal access and quality service to all our customers.

Any person with a disability who believes that he/she has been discriminated against in any of ETA’s transportation services is encouraged to contact ETA’s Office of Civil Rights at (915) 208-9120 or 711 (TTY) for assistance or to file a complaint. ETA’s Civil Rights Complaint and Grievance Procedure information is available at: <https://www.epcounty.com/transit.htm>.

ETA Access’ ADA Paratransit Complaint and Grievance Procedure information and form are available at:

- <https://www.epcounty.com/transit.htm>
- Grievance Procedure - https://www.epcounty.com/documents/transit/Grievance_procedure%20ADA.pdf

Contacting the Federal Transit Administration

ETA Access, and their customers or ADA paratransit eligibility applicants are responsible for addressing service and Civil Rights concerns at the local level first. If a customer or eligibility applicant feels that ETA Access has failed to comply with the federal ADA paratransit regulations regarding any aspect of its paratransit service program, the customer or applicant may contact the Federal Transit Administration's Office of Civil Rights at the following:

Address:

Federal Transit Administration Office of Civil Rights Attention Complaint
Team East Building, 5th Floor – TCR
1200 New Jersey Ave., SE Washington, DC 20590

Phone: 1(888) 446-4511

Website: www.fta.dot.gov

Information in the ETA Access Riders' Guide is subject to change.