EL PASO TRANSPORTATION AUTHORITY

Access Advisory Committee (AAC)

Quarterly Virtual Meeting Via Microsoft Teams
Friday, October 31, 2025 – 1:00 p.m., Mountain Daylight Time

Meeting Link:
Join the meeting now
Meeting ID: 212 315 751 500 9
Passcode: Be74Vo2P

Dial in by phone
+1 469-848-0247
Phone conference ID: 584 548 124#

AGENDA

1. Open Meeting
2. Public Comment
3. Approval of the Minutes from July 25, 2025 Meeting, by AAC Chair, Molly Saenz. **Pages 2-4**
4. Receive a presentation regarding ETA operations and services by John Andoh, ETA Executive Director. **Pages 5-27**
5. Designation of a meeting date and time, by John Andoh, ETA Executive Director.
6. Consider one application to fill for the general public category on the committee, by AAC Chair, Molly Saenz. **Pages 28-34**
7. Receive a presentation on the performance of Transdev's performance, by Jesus Cerna, ETA Transit Planner and Sylvia Balcazar, Transdev General Manager. **Pages 35-40**
8. Receive a presentation on current studies, by Kelly Blume, PE, Texas A & M Transportation Institute. **Pages 41-56**
9. Around the Table, by AAC Chair, Molly Saenz.
10. Determination of next meeting.
11. Adjournment

El Paso Transportation Authority (ETA) Access Advisory Committee Meeting

MINUTES

LOCATION: TEAMS Virtual Meeting

DATE: Friday,7/25/2025

TIME: 1:00 – 3:00 Mountain

Membership/Attendance

Name	Affiliation	Email	Attendance
Luis Chew	Volar CIL	lechew@volarcil.org	
John Estrada	El Paso Community College	jestra@epcc.edu	X
Kristi Lai	Desert Adapt	kristilai@gmail.com	X
Agent Lopez	Public	agnetlopez@gmail.com	
Yvette Lugo	Area Agency on Aging	yvettel@ruicog.org	
George Munoz, vice-chair	Public	Eaglesfan1112@gmail.com	
Mike Palomar, alternate	El Paso Vibe	Grad2181@gmail.com	
Josue Rodriguez, alternate	Desert Adapt	Josue.adaapt@yahoo.com	
Ryan Trujillo	Clint ISD	Ryan.trujillo@clint.edu	X
Molly Saenz, chair	ARC of El Paso	Molly.saenz@theareofelpaso.org	X
George Zavala	El Paso Vibe	George.zavala@outlook.com	

Staff: John Andoh, Jesus Cerna, Reyna Mayorga, Ana Q. Sanchez

MINUTES

1. Meeting called to order at 1:20 PM. **Welcome and introductions**

2. **Public comment**
   Kristi Lai shared experience from a regular rider who has experienced difficulty scheduling a ride closer to the time of her chemotherapy appointments and has seen the need to take a very early ride, however, she advised that she appreciates the customer service she has received from ETA.

3. **Approval of the Minutes from January 24, 2025 Meeting, by AAC Chair, Molly Saenz.**
   Motion for approval from Kristi Lai, seconded by John Estrada and the motion was approved.

4. **Receive a presentation regarding ETA Operations by John Andoh, ETA Transit Director.**
   Review of ETA's plan to be the direct recipient of funds and separation as an independent entity. Plan to establish contribution amounts from member agencies. Begin process to pursue 5307 and 5339 funds for the El Paso urbanized area; the current recipient of these funds is Sun Metro. Other transition items are to be presented at the next ETA meeting on July 30, 2025.

5. **Review and approve any bylaw changes, by AAC Chair, Molly Saenz.**
   Motion to approve bylaws as presented by Ryan Trujillo, seconded by Kristi Lai. All in favor and the motion was unanimously approved.

6. **Establish a meeting location for future meetings, by AAC Chair, Molly Saenz.**
   Motion to retain Rio Grande Council of Government meeting location and change meeting time to 2:00 PM by John Estrada, seconded by Kristi Lai and the motion was approved.

7. **Consider applications to fill for the general public category on the committee, by AAC Chair, Molly Saenz.**
   NO ACTION. Discussion to post application on ETA website with a closing date and create flyer to be posted within ETA buses and social media. The applicant must be a resident of El Paso County, outside of the City of El Paso limits.

8. **Receive a presentation on the performance of Transdev's performance, by Jesus Cerna, ETA Transit Planner and Sylvia Balcazar, Transdev General Manager.**
   NO ACTION. Jesus Cerna advised the program had 23 eligible riders in January 2025, 97 elegible as of July 2025, 15 rides per day or 381 rides per month. An average of 31clients per month. The number of compliments surpasses any or few complaints.

9. **Receive a presentation on current studies, by Tina Geiselbrecht, Texas Transportation Institute.**
   NO ACTION. General public demand response to provide service to outer areas of El Paso County to include paratransit services.

10. **Determination of next meeting.**
    October 24, 2025 - Rio Grande Council of Government and TEAMS link

11. **Adjournment**
    Meeting adjourned at 2:19 pm.

EL PASO TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING
September 24, 2025

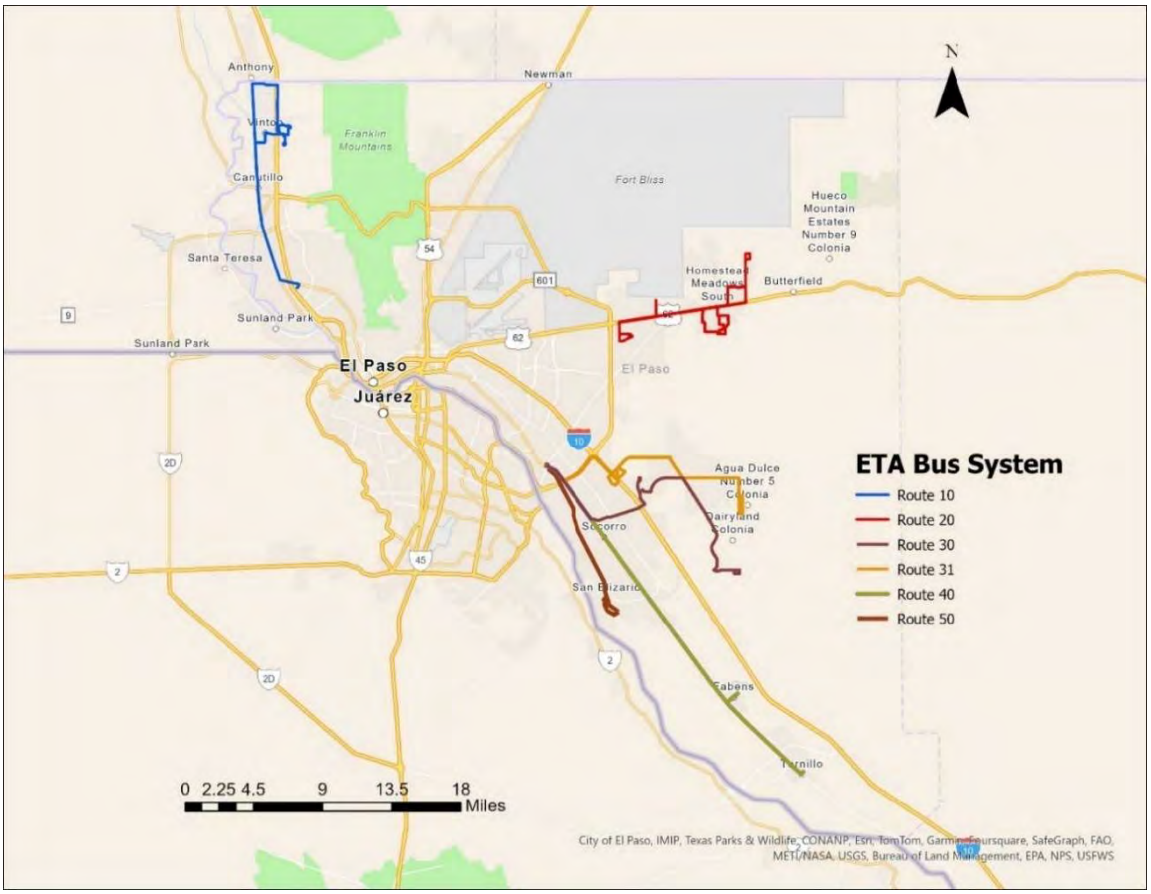
SUBJECT:
Discussion Regarding El Paso Transportation Authority (ETA) Routes and Services. (Presented by John Andoh, Executive Director)

INFORMATION:
The purpose of this agenda item is to have a discussion and answer questions about El Paso Transportation Authority (ETA) services and performance data for fiscal year 2023 from the National Transit Database (NTD) and fiscal year 2024 from Texas Transportation Dashboard.

The current ETA service operating as of September 2025:

- ETA paseo (fixed route)
- ETA access (paratransit)
- Vamonos (vanpool)
- New Mexico Park & Ride (commuter)

ATTACHMENTS:
ETA fixed route schedules
ETA access guide
Vanmonos flyer
New Mexico Park & Ride schedule
NTD 2023 report
Texas Transportation Dashboard 2024 report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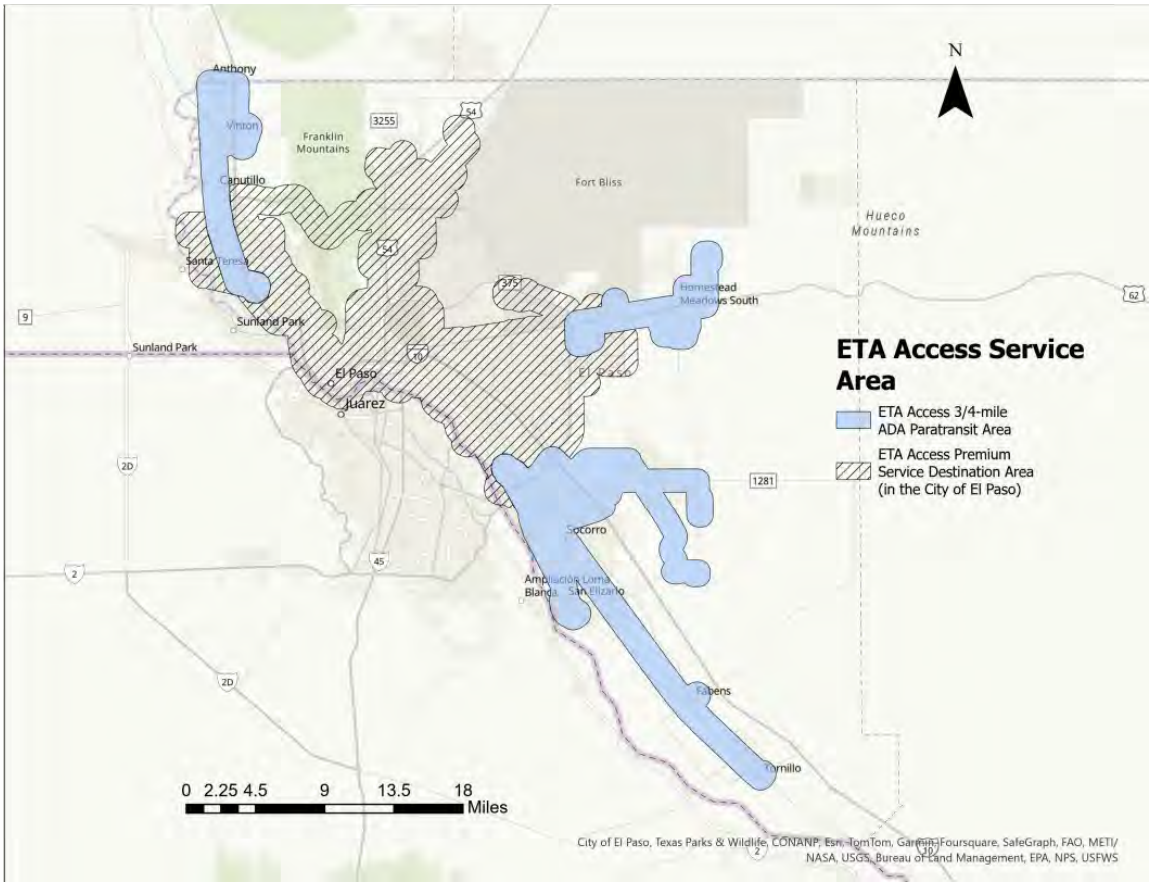
Anthony
Newman
Vinton
Franklin Mountains
Canutillo
Fort Bliss
Hueco Mountain Estates Number 9 Colonia
Santa Teresa
Homestead Meadows South
Butterfield
Sunland Park
Sunland Park
El Paso
Juárez
El Paso
Agua Dulce Number 5 Colonia
Dairyland Colonia
Socorro
San Elizario
Fabens
Tornillo
ETA Bus System
Route 10
Route 20
Route 30
Route 31
Route 40
Route 50
0 2.25 4.5 9 13.5 18
Miles
City of El Paso, IMIP, Texas Parks & Wildlife, CONANP, Esri, TomTom, Garmin, Foursquare, SafeGraph, FAO, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USFWS


N
Anthony
Vinton
Franklin Mountains
3255
54
Canutillo
Fort Bliss
Hueco Mountains
Santa Teresa
375
Homestead Meadows South
62
9
Sunland Park
Sunland Park
10
El Paso
Juárez
ETA Access Service Area
ETA Access 3/4-mile ADA Paratransit Area
ETA Access Premium Service Destination Area (in the City of El Paso)
2D
1281
Socorro
45
2
Ampliación Loma Blanca
San Elizario
Fabens
Tornillo
0 2.25 4.5 9 13.5 18
Miles
City of El Paso, Texas Parks & Wildlife, CONANP, Esri, TomTom, Garmin, Foursquare, SafeGraph, FAO, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USFWS

MORNING (MAÑANA)									
Westside Terminal	Mesa Doniphan	Doniphan Borderland	La Mesa Doniphan	Westway De Alva	Franklin Doniphan	La Mesa Doniphan	Doniphan Borderland	Mesa Doniphan	Westside Terminal
1	2	3	4	5	6	4	3	2	1
					05:42 AM	05:50 AM	05:57 AM	06:05 AM	06:12 AM
06:17 AM	06:22 AM	06:32 AM	06:37 AM	06:49 AM	07:13 AM	07:21 AM	07:28 AM	07:36 AM	07:43 AM
07:00 AM	07:05 AM	07:15 AM	07:20 AM	07:32 AM	07:56 AM	08:04 AM	08:11 AM	08:19 AM	08:26 AM
07:48 AM	07:53 AM	08:03 AM	08:08 AM	08:20 AM	08:44 AM	08:52 AM	08:59 AM	09:07 AM	09:14 AM
08:31 AM	08:36 AM	08:46 AM	08:51 AM	09:03 AM	09:27 AM	09:35 AM	09:42 AM	09:50 AM	09:57 AM
09:19AM	09:24 AM	09:34 AM	09:39 AM	09:51 AM	10:15 AM	10:23 AM	10:30 AM	10:38 AM	10:45 AM
10:50 AM	10:55 AM	11:05 AM	11:10 AM	11:22 AM	11:46 AM	11:54 AM	12:01 PM	12:09 AM	12:16 PM
AFTERNOON (TARDE)									
12:21 PM	12:26 PM	12:36 PM	12:41 PM	12:53 PM	01:17 PM	01:25 PM	01:32 PM	01:40 PM	01:47 PM
01:52 PM	01:57 PM	02:07 PM	02:12 PM	02:24 PM	02:48 PM	02:56 PM	03:03 PM	03:11 PM	03:18 PM
03:23 PM	03:28 PM	03:38 PM	03:43 PM	03:55 PM	04:19 PM	04:27 PM	04:34 PM	04:42 PM	04:49 PM
04:00 PM	04:05 PM	04:15PM	04:20 PM	04:32 PM	04:56 PM	05:04 PM	05:11 PM	05:19 PM	05:26 PM
04:54 PM	04:59 PM	05:09 PM	05:14 PM	05:26 PM	05:50 PM	05:58 PM	06:05 PM	06:13 PM	06:20 PM
05:31 PM	05:36 PM	05:46 PM	05:51 PM	06:03 PM	06:27 PM	06:35 PM	06:42 PM	06:50 PM	06:57 PM
06:25 PM	06:30 PM	06:40 PM	06:45 PM	06:57 PM	07:21 PM				

Holidays not in service:
New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day

Route 10
Anthony/Canutillo

Route & Schedule Info: (915) 533-4731
Informacion de Ruta y Horario

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 farebox machines will NOT give monetary change.

Efectivo Octubre 1, 2022 Horario durante la semana y el sabado. No hay servicio ni el domingo ni dias festivos.
Costo $1.50 cada trayecto
El cambio se da como crédito en forma de boleto de autobús; las máquinas expendedoras de billetes NO darán cambio monetario.

Scan code to visit our website!

EL PASO TRANSPORTATION AUTHORITY

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 safety 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.

Find us at:
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MONDAY TO FRIDAY / LUNES A VIERNES										
Upper East Side Transfer Center	Montana Tierra Este	Montana Las Casitas	Montana Desert Meadows	O'leary Debra Kay	O'leary Cactus Blossom	Deerfield Greg	Montana Desrt Meadows	Square Dance	Montana Tierra Este	Upper East Side Transit Center
1	2	3	4	5	6	7	4	8	2	1
		05:30 AM	05:45 AM	05:50 AM	05:55 AM	06:10 AM	06:20 AM	06:30 AM	06:40 AM	06:45 AM
06:50 AM	06:55 AM	07:05 AM	07:20 AM	07:25 AM	07:30 AM	07:45 AM	07:55 AM	08:05 AM	08:15 AM	08:20 AM
		08:00 AM	08:15 AM	08:20 AM	08:25 AM	08:40 AM	08:50 AM	09:00 AM	09:10 AM	09:15 AM
08:25 AM	08:30 AM	08:40 AM	08:55 AM	09:00 AM	09:05 AM	09:20 AM	09:30 AM	09:40 AM	09:50 AM	09:55 AM
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10:00 AM	10:05 AM	10:15 AM	10:30 AM	10:35 AM	10:40 AM	10:55 AM	11:05 AM	11:15 AM	11:25 AM	11:30 PM
10:55 AM	11:00 AM	11:10 AM	11:25 AM	11:30 AM	11:35 AM	11:50 AM	12:00 PM	12:10 PM	12:20 PM	12:25 PM
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05:15 PM	05:20 PM	05:30 PM	05:45 PM	05:50 PM	05:55 PM	06:10 PM	06:20 PM	06:30 PM	06:40 PM	06:45 PM
06:50 PM	06:55 PM	07:05 PM	07:20 PM	07:25 PM	07:30 PM	07:45 PM	07:55 PM	08:05 PM	08:15 PM	08:20 PM
SATURDAY & SUNDAY / SÁBADO Y DOMINGO										
		07:00 AM	07:15 AM	07:20 AM	08:40 AM	08:50 AM	09:00 AM	09:05 AM	09:15 AM	09:23 AM
08:20 AM	08:25 AM	08:35 AM	08:50 AM	08:55 AM	10:25 AM	10:35 AM	10:45 AM	10:50 AM	11:00 AM	11:08 AM
09:55 AM	10:00 AM	10:10 AM	10:25 AM	10:30 AM	12:10 PM	12:20 PM	12:30 PM	12:35 PM	12:45 PM	12:53 PM
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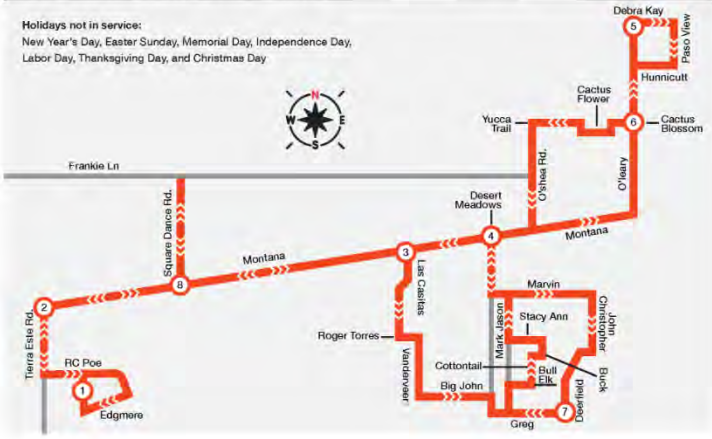
01:05 PM	01:10 PM	01:20 PM	01:35 PM	01:40 PM	03:40 PM	03:50 PM	04:00 PM	04:05 PM	04:15 PM	04:23 PM
02:40 PM	02:45 PM	02:55 PM	03:10 PM	03:15 PM						

Holidays not in service:
New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day



Route 20
Montana Vista

Route & Schedule Info: (915) 533-4731
Informacion de Ruta y Horario

Effective June 1, 2023 No Holiday Service
Fare $1.50 each way
Change is given as credit in the form of a bus ticket; the farebox machines will NOT give monetary change.

Efectivo Junio 1, 2023; No hay servicio en días festivos; Costo $1.50 cada trayecto
El cambio se da como crédito en forma de boleto de autobús; las máquinas expendedoras de billetes NO darán cambio monetario.

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EL PASO TRANSPORTATION AUTHORITY

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.

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Facebook.com/elpasotransportationauthority

MONDAY TO FRIDAY / LUNES A VIERNES												
Mission Valley Transfer Center	Alameda Horizon	Horizon Stockyard	Bret Harte Peyton	Horizon Darrington	Darrington Desierto Lindo	Col. Morales Col. Campo	Darrington Desierto Lindo	Horizon Darrington	Bret Harte Peyton	Horizon Stockyard	Alameda Horizon	Mission Valley Transfer Center
1	2	3	4	5	6	7	6	5	4	3	2	1
05:30 AM	05:40 AM	05:47 AM	05:55 AM	06:05 AM	06:10 AM	06:20 AM	06:30 AM	06:35 AM	06:45 AM	06:53 AM	07:00 AM	07:10 AM
06:20 AM	06:30 AM	06:37 AM	06:45 AM	06:55 AM	07:00 AM	07:10 AM	07:20 AM	07:25 AM	07:35 AM	07:43 AM	07:50 AM	08:00 AM
07:15 AM	07:25 AM	07:32 AM	07:40 AM	07:50 AM	07:55 AM	08:05 AM	08:15 AM	08:20 AM	08:30 AM	08:38 AM	08:45 AM	08:55 AM
08:05 AM	08:15 AM	08:22 AM	08:30 AM	08:40 AM	08:45 AM	08:55 AM	09:05 AM	09:10 AM	09:20 AM	09:28 AM	09:35 AM	09:45 AM
09:00 AM	09:10 AM	09:17 AM	09:25 AM	09:35 AM	09:40 AM	09:50 AM	10:00 AM	10:05 AM	10:15 AM	10:23 AM	10:30 AM	10:40 AM
09:50 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	01:05 PM	01:15 PM
12:30 PM	12:40 PM	12:47 PM	12:55 PM	01:05 PM	01:10 PM	01:20 PM	01:30 PM	01:35 PM	01:45 PM	01:53 PM	02:00 PM	02:10 PM
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05:45 PM	05:55 PM	06:02 PM	06:10 PM	06:20 PM	06:25 PM	06:35 PM	06:45 PM	06:50 PM	07:00 PM	07:08 PM	07:15 PM	07:25 PM
SATURDAY & SUNDAY / SÁBADO Y DOMINGO												
08:00 AM	08:10 AM	08:17 AM	08:25 AM	08:35 AM	08:40 AM	08:50 AM	09:00 AM	09:05 AM	09:15 AM	09:23 AM	09:30 AM	09:40 AM
09:45 AM	09:55 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 PM	11:55 AM	12:05 PM	12:10 PM	12:20 PM	12:30 PM	12:35 PM	12:45 PM	12:53 PM	01:00 PM	01:10 PM
01:15 PM	01:25 PM	01:32 PM	01:40 PM	01:50 PM	01:55 PM	02:05 PM	02:15 PM	02:20 PM	02:30 PM	02:38 PM	02:45 PM	02:55 PM
03:00 PM	03:10 PM	03:17 PM	03:25 PM	03:35 PM	03:40 PM	03:50 PM	04:00 PM	04:05 PM	04:15 PM	04:23PM	04:30 PM	04:40 PM

Holidays not in service:
New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day

Route 30 Horizon

Route & Schedule Info: (915) 533-4731
Informacion de Ruta y Horario

Effective November 1, 2022 Weekday & Saturday schedule. No Holiday Service.
Fare $1.50 each way
Change is given as credit in the form of a bus ticket; the farebox machines will NOT give monetary change.

Efectivo Octubre 1, 2022 Horario durante la semana y el sabado. No hay servicio en días festivos
Costo $1.50 cada trayecto
El cambio se da como crédito en forma de boleto de autobús; las máquinas expendedoras de billetes NO darán cambio monetario.

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EL PASO TRANSPORTATION AUTHORITY

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).

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Find us at:
Facebook.com/elpasotransportationauthority

MONDAY TO FRIDAY / LUNES A VIERNES												
Mission Valley Transfer Center	EPCC Mission	Amazon	Eastlake Payton	Eastlake Darrington	Horizon Darrington	Ascension Laguna Azul	Horizon Darrington	Eastlake Darrington	Eastlake Payton	Amazon	EPCC Mission	Mission Valley Transfer Center
1	2	3	4	5	6	7	6	5	4	3	2	1
05:00 AM	05:15 AM	05:25 AM	05:30 AM	05:35 AM	05:40 AM	05:55 AM	06:10 AM	06:15 AM	06:20 AM	06:25 AM	06:35 AM	06:50 AM
05:55 AM	06:10 AM	06:20 AM	06:25 AM	06:30 AM	06:35 AM	06:50 AM	07:05 AM	07:10 AM	07:15 AM	07:20 AM	07:30 AM	07:45 AM
06:55 AM	07:10 AM	07:20 AM	07:25 AM	07:30 AM	07:35 AM	07:50 AM	08:05 AM	08:10 AM	08:15 AM	08:20 AM	08:30 AM	08:45 AM
07:50 AM	08:05 AM	08:15 AM	08:20 AM	08:25 AM	08:30 AM	08:45 AM	09:00 AM	09:05 AM	09:10 AM	09:15 AM	09:25 AM	09:40 AM
08:50 AM	09:05 AM	09:15 AM	09:20 AM	09:25 AM	09:30 AM	09:45 AM	10:00 AM	10:05 AM	10:10 AM	10:15 AM	10:25 AM	10:40 AM
09:45 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
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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	01:00 PM	01:05 PM	01:15 PM	01:30 PM
12:40 PM	12:55 PM	01:05 PM	01:10 PM	01:15 PM	01:20 PM	01:35 PM	01:50 PM	01:55 PM	02:00 PM	02:05 PM	02:15 PM	02:30 PM
01:35 PM	01:50 PM	02:00 PM	02:05 PM	02:10 PM	02:15 PM	02:30 PM	02:45 PM	02:50 PM	02:55 PM	03:00 PM	03:10 PM	03:25 PM
02:35 PM	02:50 PM	03:00 PM	03:05 PM	03:10 PM	03:15 PM	03:30 PM	03:45 PM	03:50 PM	03:55 PM	04:00 PM	04:10 PM	04:25 PM
03:30 PM	03:45 PM	03:55 PM	04:00 PM	04:05 PM	04:10 PM	04:25 PM	04:40 PM	04:45 PM	04:50 PM	04:55 PM	05:05 PM	05:20 PM
04:30 PM	04:45 PM	04:55 PM	05:00 PM	05:05 PM	05:10 PM	05:25 PM	05:40 PM	05:45 PM	05:50 PM	05:55 PM	06:05 PM	06:20 PM
05:25 PM	05:40 PM	05:50 PM	05:55 PM	06:00 PM	06:05 PM	06:20 PM	06:35 PM	06:40 PM	06:45 PM	06:50 PM	07:00 PM	07:15 PM
06:25 PM	06:40 PM	06:50 PM	06:55 PM	07:00 PM	07:05 PM	07:20 PM	07:35 PM	07:40 PM	07:45 PM	07:50 PM	08:00 PM	08:15 PM
SATURDAY & SUNDAY / SÁBADO Y DOMINGO												
08:00 AM	08:15 AM	08:25 AM	08:30 AM	08:35 AM	08:40 AM	08:55 AM	09:10 AM	09:15 AM	09:20 AM	09:25 AM	09:35 AM	09:50 AM
09:55 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	01:00 PM	01:05 PM	01:10 PM	01:15 PM	01:25 PM	01:40 PM
01:45 PM	02:00 PM	02:10 PM	02:15 PM	02:20 PM	02:25 PM	02:40 PM	02:55 PM	03:00 PM	03:05 PM	03:10 PM	03:20 PM	03:35 PM
03:40 PM	03:55 PM	04:05 PM	04:10PM	04:15 PM	04:20 PM	04:35 PM	04:50 PM	04:55 PM	05:00 PM	05:05 PM	05:15 PM	05:30 PM

Holidays not in service:
New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day

Route 31 Eastlake

Route & Schedule Info: (915) 533-4731
Informacion de Ruta y Horario

Effective November 1, 2022 Weekday & Saturday schedule. No Holiday Service
Fare $1.50 each way
Change is given as credit in the form of a bus ticket; the farebox machines will NOT give monetary change.

Efectivo Octubre 1, 2022 Horario durante la semana y el sabado. No hay servicio en días festivos
Costo $1.50 cada trayecto
El cambio se da como crédito en forma de boleto de autobús; las máquinas expendedoras de billetes NO darán cambio monetario.

Scan code to visit our website!

EL PASO TRANSPORTATION AUTHORITY

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.

Find us at:
Facebook.com/elpasotransportationauthority

MONDAY TO FRIDAY / LUNES A VIERNES								
Alameda Zaragoza	Alameda Horizon	Alameda Clint	Fabens San Eli Store	O.T. Smith Tornillo Ave	Fabens San Eli Store	Alameda Clint	Alameda Horizon	Alameda Zaragoza
1	2	3	4	5	4	3	2	1
				05:45 AM	06:03 AM	06:18 AM	06:28 AM	06:38 AM
06:43 AM	06:53 AM	07:03 AM	07:18 AM	07:36 AM	07:54 AM	08:09 AM	08:19 AM	08:29 AM
08:34 AM	08:44 AM	08:54 AM	09:09 AM	09:27 AM	09:45 AM	10:00 AM	10:10 AM	10:20 AM
10:25 AM	10:35 AM	10:45 AM	11:00 AM	11:18 AM	11:36 AM	11:51 AM	12:01 PM	12:11 PM
12:16 PM	12:26 PM	12:36 PM	12:51 PM	01:09 PM	01:27 PM	01:42 PM	01:52 PM	02:02 PM
02:07 PM	02:17 PM	02:27 PM	02:42 PM	03:00 PM	03:18 PM	03:33 PM	03:43 PM	03:53 PM
03:58 PM	04:08 PM	04:18 PM	04:33 PM	04:51 PM	05:09 PM	05:24 PM	05:34 PM	05:44 PM
05:49 PM	05:59 PM	06:09 PM	06:24 PM	06:42 PM				
SATURDAY / SÁBADO								
				07:00 AM	07:18 AM	07:33 AM	07:43 AM	07:53 AM
07:58 AM	08:08 AM	08:18 AM	08:33 AM	08:51 AM	09:09 AM	09:24 AM	09:34 AM	09:44 AM
09:49 AM	09:59 AM	10:09 AM	10:24 AM	10:42 AM	11:00 AM	11:15 AM	11:25 AM	11:35 AM
11:40 AM	11:50 AM	12:00 PM	12:15 PM	12:33 PM	12:51 PM	01:06 PM	01:16 PM	01:26 PM
01:31 PM	01:41 PM	01:51 PM	02:06 PM	02:24 PM	02:42 PM	02:57 PM	03:07 PM	03:17 PM
03:22 PM	03:32 PM	03:42 PM	03:57 PM	04:15 PM	04:33 PM	04:48 PM	04:58 PM	05:08 PM
05:13 PM	05:23 PM	05:33 PM	05:48 PM	06:06 PM				

Holidays not in service: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day

Route 40
Fabens/Tornillo

Route & Schedule Info: (915) 533-4731
Informacion de Ruta y Horario

Effective December 27, 2024.
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 farebox machines will NOT give monetary change.

Efectiva el 24 de diciembre de 2024.
Horario durante la semana y el sabado. No hay servicio ni el domingo ni dias festivos.
Costo $1.50 cada trayecto
El cambio se da como crédito en forma de boleto de autobús; las máquinas expendedoras de billetes NO darán cambio monetario.

Scan code to visit our website!

ETA EL PASO TRANSPORTATION AUTHORITY

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).

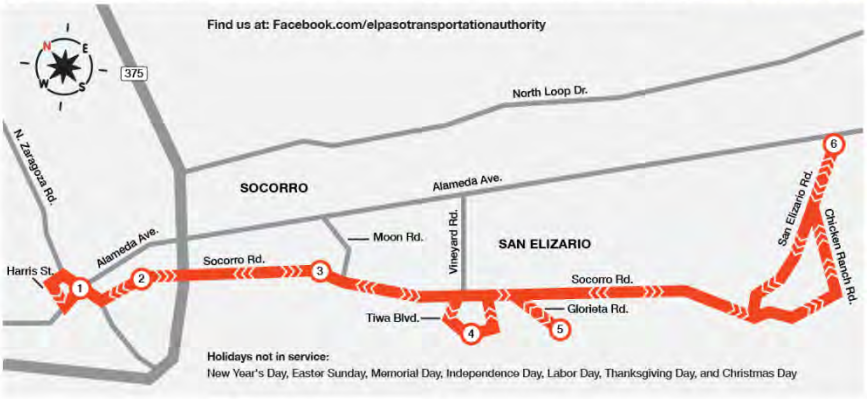
Tomando el autobús - Los pasajeros pueden abordar el autobús en cualquier punto a lo largo de la ruta levantando su brazo para detener el chofer, siempre y cuando el espacio adecuado para los autobuses. Los puntos naranjas sirven como referencia de tiempo.

Find us at:
Facebook.com/elpasotransportationauthority

MONDAY TO FRIDAY / LUNES A VIERNES									
Mission Valley Terminal/ Ysleta Mission	Tigua Cul. Center	Socorro Mission	Socorro Ent. Center	Licon Dairy	Clint Alameda	Licon Dairy	Socorro Ent. Center	Socorro Mission	Mission Valley Terminal/ Ysleta Mission
1	2	3	4	5	6	5	4	3	1
05:45 AM	05:50 AM	05:58 AM	06:13 AM	06:25 AM	06:40 AM	06:55 AM	07:07 AM	07:22 AM	07:30 AM
06:45 AM	06:50 AM	06:58 AM	07:13 AM	07:25 AM	07:40 AM	07:55 AM	08:07 AM	08:22 AM	08:30 AM
07:35 AM	07:40 AM	07:48 AM	08:03 AM	08:15 AM	08:30 AM	08:45 AM	08:57 AM	09:12 AM	09:20 AM
08:35 AM	08:40 AM	08:48 AM	09:03 AM	09:15 AM	09:30 AM	09:45 AM	09:57 AM	10:12 AM	10:20 AM
09:25 AM	09:30 AM	09:38 AM	09:53 AM	10:05 AM	10:20 AM	10:35 AM	10:47 AM	11:02 AM	11:10 AM
10:25 AM	10:30 AM	10:38 AM	10:53 AM	11:05 AM	11:20 PM	11:35 AM	11:47 AM	12:02 PM	12:10 PM
11:15 AM	11:20 AM	11:28 AM	11:43 AM	11:55 AM	12:10 PM	12:25 PM	12:37 PM	12:52 PM	01:00 PM
12:15 PM	12:20 PM	12:28 PM	12:43 PM	12:55 PM	01:10 PM	01:25 PM	01:25 PM	01:52 PM	02:00 PM
01:05 PM	01:10 PM	01:18 PM	01:33 PM	01:45 PM	02:00 PM	02:15 PM	02:27 PM	02:42 PM	02:50 PM
02:05 PM	02:10 PM	02:18 PM	02:33 PM	02:45 PM	03:00 PM	03:15 PM	03:27 PM	03:42 PM	03:50 PM
02:55 PM	03:00 PM	03:08 PM	03:23 PM	03:35 PM	03:50 PM	04:05 PM	04:17 PM	04:32 PM	04:40 PM
03:55 PM	04:00 PM	04:08 PM	04:23 PM	04:35 PM	04:50 PM	05:05 PM	05:17 PM	05:32 PM	05:40 PM
04:45 PM	04:50 PM	04:58 PM	05:13 PM	05:25 PM	05:40 PM	05:55 PM	06:07PM	06:22 PM	06:30 PM
SATURDAY & SUNDAY / SÁBADO Y DOMINGO									
07:00 AM	07:05 AM	07:13 AM	07:28 AM	07:40 AM	07:55 AM	08:10 AM	08:22 AM	08:37 AM	08:45 AM
08:00 AM	08:05 AM	08:13 AM	08:28 AM	08:40 AM	08:55 AM	09:10 AM	09:22 AM	09:37 AM	09:45 AM
08:50 AM	08:55 AM	09:03 AM	09:18 AM	09:30 AM	09:45 AM	10:00 AM	10:12 AM	10:27 AM	10:35 AM
09:50 AM	09:55 AM	10:03 AM	10:18 AM	10:30 AM	10:45 AM	11:00 AM	11:12 AM	11:27 AM	11:35 AM
10:40 AM	10:45 AM	10:53 AM	11:08 AM	11:20 AM	11:35 AM	11:50 AM	12:02 PM	12:17 PM	12:25 PM
11:40 AM	11:45 AM	11:53 AM	12:08 PM	12:20 PM	12:35 PM	12:50 PM	01:02 PM	01:17 PM	01:25 PM
12:30 PM	12:35 PM	12:43 PM	12:58 PM	01:10 PM	01:25 PM	01:40 PM	01:52 PM	02:07 PM	02:15 PM
01:30 PM	01:35 PM	01:43 PM	01:58 PM	02:10 PM	02:25 PM	02:40 PM	02:52 PM	03:07 PM	03:15 PM
02:20 PM	02:25 PM	02:33 PM	02:48 PM	03:00 PM	03:15 PM	03:30 PM	03:42 PM	03:57 PM	04:15 PM
03:20 PM	03:25 PM	03:33 PM	03:48 PM	04:00 PM	04:15 PM	04:30 PM	04:42 PM	04:57 PM	05:05 PM
04:10 PM	04:15 PM	04:23 PM	04:38 PM	04:50 PM	05:05 PM	05:20 PM	05:32 PM	05:47 PM	05:55 PM

Please note that transfers from ETA routes to Sun Metro routes are no longer available. Riders exiting an ETA route will be required to pay full fare when boarding Sun Metro buses. Visit sunmetro.net for fares/schedules.

Los traslados de ETA Transit a Sun Metro ya no están disponibles. Los pasajeros que bajen de un autobús de ETA deberán pagar la tarifa completa al subir a Sun Metro.



Route 50
Mission Trail

Route & Schedule Info: (915) 533-4731
Información de Ruta y Horario

No Holiday Service; Fare is $1.50 each way. Change Given in a bus ticket form only. Monthly Pass can be purchase at the bus.
Effective December 27, 2024.

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. Efectiva el 24 de diciembre de 2024.

Scan code to visit our website!

ETA EL PASO TRANSPORTATION AUTHORITY

Catching the Bus - Passengers can board the bus at locations listed on this public timetable. Including stops at the following:

Tomando el autobús - Los pasajeros pueden abordar el autobús en los lugares indicados en este calendario público. Incluyendo paradas en los siguiente lugares:

Now Includes stops at the following:
Ahora incluira paradas en los siguiente lugares:

- Socorro/Paso Del Convento (OB)
- 13071 Socorro/ La Hacinda Apts. (OB)
- San Elizario Presidio (IB)
- Socorro/Herradura (IB/OB)
- Licon Dairy (IB/OB)
- Socorro/Fray Vargas (IB/OB)
- Socorro/Passmore (IB/OB)
- Socorro Entertainment Center (IB)
- Socorro/Zebu (IB/OB)
- Socorro/Bovee (IB/OB)
- Socorro/Buford (IB/OB)
- Socorro Mission (IB/OB)
- Socorro/ Jericho (IB/OB)
- Socorro/Cabribe (IB/OB)
- Mission Vally Team/Ysleta Mission (IB/OB)
- Carl Longuemare Road (OB)
- San Eli Rd./Rio Negro (IB)
- San Eli Rd./Camino De La Rosa (IB)
- Socorro/San Antonio St. (IB)

Item 6.h

GOLD ROUTE Eastbound

Las Cruces		Anthony	El Paso	
NMSU	Mesilla Valley TC	Anthony Lot	Westside	Down-town
5:10am	5:21am	5:48am	6:05am	6:30am
6:29am	6:42am	7:09am	7:26am	7:45am
–	7:46am	–	8:25am	8:44am
7:37am	7:50am	8:17am	8:34am	8:53am
8:57am	9:10am	–	9:49am	–
2:56pm	3:10pm	3:37pm	3:59pm	4:27pm
4:30pm	4:44pm	5:11pm	5:28pm	5:47pm
5:31pm	5:45pm	6:12pm	6:29pm	6:48pm
6:09pm	6:23pm	6:50pm	7:07pm	7:26pm
6:20pm	6:34pm	7:01pm	7:18pm	7:37pm
7:20pm	7:34pm	8:03pm	8:20pm	8:39pm

GOLD ROUTE Westbound

El Paso		Anthony	Las Cruces	
Downtown	Westside	Anthony Lot	NMSU	Mesilla Valley TC
–	4:32am	–	5:10am	5:21am
–	5:14am	5:31am	6:00am	–
5:24am	5:43am	6:00am	6:29am	6:42am
6:32am	6:51am	7:08am	7:37am	7:50am
7:56am	8:11am	8:28am	8:57am	9:10am
–	3:17pm	–	3:55pm	–
4:36pm	4:55pm	5:12pm	5:41pm	5:55pm
5:15pm	5:34pm	5:51pm	6:20pm	6:34pm
6:15pm	6:34pm	6:51pm	7:20pm	7:34pm

GOLD ROUTE

ONE-WAY FARE: El Paso-Anthony-Las Cruces
$3 (exact fare required)

MONTHLY PASS: El Paso-Anthony-Las Cruces
$90

A mobile ticketing option is being offered through Token Transit.
Visit: https://tokentransit.com/app

Monthly Passes are available on-line at:
www.nmparkandride.com

For Monthly Pass Sales Outlets, contact:
All Aboard America! at (505) 424-1110
Or visit: www.nmparkandride.com

DAYS OF SERVICE: Park & Ride operates weekdays, except designated state holidays: New Years Day, Martin Luther King Day, Memorial Day, Juneteenth, July 4, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, the Friday following Thanksgiving, and Christmas Day. Exceptions: Holidays that fall on Saturday will be observed on Friday and those that fall on Sunday will be observed on Monday.

P&RealTime: Visit http://nmdotparkandride.transloc.com/ for real -time GPS bus tracking and schedule Information.

PICK-UP and DROP-OFF LOCATIONS:

Downtown El Paso
Southwest corner of W. 4th Ave. & El Paso St., El Paso, TX.

West Side Transfer Center
7535 Remcon Circle, El Paso, TX.
South of the N. Mesa St. Wal-Mart. Board at Bay D.

Anthony, Texas
Lowes Big 8 parking lot, 2000 Antonio St.

NMSU
Northeast corner of Stewart St. & Arrowhead Dr., Las Cruces

Mesilla Valley Intermodal Transit Terminal
300 W. Lohman Ave. at S. Alameda Blvd., Las Cruces

For information on connecting services contact:

El Paso Sun Metro: (915) 533-3333
Las Cruces RoadRUNNER Transit: (575) 541-2500
El Paso County Transit: (915) 834-8242

GOLD ROUTE SCHEDULE
Effective June 1, 2022

NMDOT Park & Ride
A GREAT WAY TO GO!

For more information:
www.nmparkandride.com
email: park.andride@dot.nm.gov
(866) 551- RIDE (7433) or
(505) 424-1110

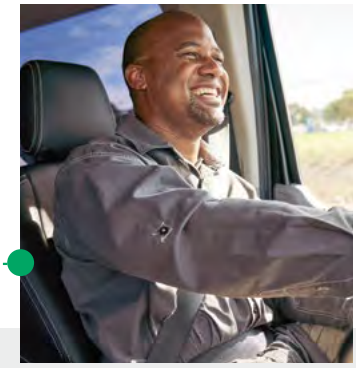
NMDOT Park and Ride's Gold Route is a General Public Transportation service of the New Mexico Department of Transportation, partially funded by the Texas Department of Transportation through the County of El Paso.

SOUTHERN ROUTES
GOLD ROUTE · SILVER ROUTE

COMMUTE with enterprise

Save money & make time for yourself with a better commute.

Commute with Enterprise makes it easy to share a ride to work on your schedule. It works a lot like a carpool, except you'll share a ride in a recent-model SUV or van from Enterprise, equipped with amenities and features to make your ride to work a more enjoyable experience.



Why Commute with Enterprise?

- **Savings:** In 2023, riders who chose to vanpool with Enterprise saved an average of $6k/year[1].
- **Flexibility:** Change your schedule or your commitment month-to-month.
- **Reliability:** Recent-model vehicles and local support.
- **Peace of mind:** Vehicle liability, physical damage coverage, 24/7 roadside assistance & routine maintenance included.
- **Impact:** 409,000 TONS of Co2 eliminated in 2023[2]. Measure your impact on a custom dashboard.

How it works:

1. **Enroll Online.**
   Tell us where you're starting and where you're going.
2. **Choose your Schedule.**
   Ride every day or just a few days a week.
3. **Select a Vanpool.**
   We'll show you options that match your location & schedule.
4. **Ready to Ride.**
   Your tools for day 1 and beyond are online or in our mobile app.
5. **Sit back & Relax.**
   Or volunteer to take your turn driving.

CommutewithEnterprise.com/HowItWorks

Contact me to get started!

Ryan Stern
ryan.d.stern@em.com
505-720-3700

1. Estimates based on 2023 Commute with Enterprise reporting, an average 5-day/ week commute and 2023 AAA costs associated with operating a vehicle including fuel, maintenance, and depreciation. 2. Estimates based on 2023 Enterprise reporting and U.S EPA Calculator, and assuming participants previously drove alone. CommutewithEnterprise.com/Showmethemath

ETA Access Service Hours
Monday – Friday: 5:00 AM – 8:20 PM
Saturday: 5:30 AM – 7:30 PM
Sunday: 7:00 AM – 6:00 PM

Customer Service & Feedback
(915) 273-3838
Mon–Fri: 8:00 AM – 5:00 PM
800 E. Overland Ave., Room 423, El Paso, TX 79901

Holidays Not in Service:
- New Year's Day (January 1st)
- Easter Sunday
- Memorial Day
- Independence Day (July 4th)
- Labor Day (first Monday of September)
- Thanksgiving Day (fourth Thursday of November)
- Christmas Day (December 25th)

Complaints:
ETA Access strives to provide safe, reliable, and high-quality service. Customers can submit complaints, compliments, or suggestions:
Phone: (915) 372-3838 | TTY 711
Complaints are investigated, and a tracking number is provided. For unresolved issues, contact ETA Customer Services at the same number.

Title VI – Civil Rights
ETA Access ensures equal access to all customers regardless of race, color, or national origin. Customers with disabilities who feel they have been discriminated against can contact:
Office of Civil Rights: (915) 208-9120 | TTY 711
More info: https://www.epcounty.com/transit.htm

Stay Connected with ETA
Follow us for updates, service alerts, and news:

#RideWithETA #EPTransit
Join the conversation and stay informed!

EL PASO TRANSPORTATION AUTHORITY

"Safe, Reliable Transportation"

Phone: (915) 273-3838
Email: director@elpasotransportationauthority.org
Website: elpasotransportationauthority.org
Address: 800 E. Overland Ave. Room 423
El Paso, TX 79901

ETA MISSION – Safe, Reliable Transportation
The El Paso Transportation Authority (ETA) is dedicated to providing safe, reliable, and accessible transportation that connects the rural communities of El Paso County. Through our fixed-route and ADA Paratransit services, we strive to enhance mobility, support regional connections, and improve the quality of life for all residents.

ETA'S Demand Response
ETA's Demand Response service provides curb-to-curb, shared-ride transportation for residents who are unable to use regular fixed-route buses. Available by advance reservation, this ADA-compliant service ensures individuals with disabilities and eligible riders can travel safely and independently to destinations throughout El Paso County.

ADA Paratransit – What's Required?
In compliance with the ADA, El Paso Transportation Authority (ETA) provides ADA paratransit service—called ETA Access—for individuals who cannot independently use ETA Transit buses due to physical, visual, or cognitive disabilities. ETA Access offers shared door-to-door service within the same areas and hours as regular ETA Transit routes.

Premium Service
ETA Access customers who are ADA eligible can also use "premium" service for trips between ETA Access zones or to Sun Metro's ADA paratransit area. This optional service follows general ADA requirements (not ADA paratransit rules) and has higher fares than standard ETA Access trips.

ETA Access Eligibility
To use ETA Access, customers must first apply and be determined eligible under federal ADA guidelines. Eligibility is based on an individual's ability to independently use or access ETA Transit buses—not age, income, or vehicle use.
Eligibility Categories:
- Category 1: Cannot board, ride, or exit a bus without assistance.
- Category 2: Requires a lift or ramp to use the bus.
- Category 3: Has a condition preventing travel to/from the bus stop.

Types of Eligibility:
- Unconditional: All ADA trips eligible.
- Conditional: Certain trips or times only.
- Temporary: For short-term disabilities (e.g., broken leg).

Eligibility is typically granted for three years, after which recertification is required. Applicants must recertify approximately **two months before expiration** using the same two-step process. Customers may continue using services during recertification and appeals.

Eligibility for Children: Determined based on the child's ability to use transit with their guardian. Standard fares apply, and children under 8 must use a safety seat that meets Texas standards.

Apply for ETA Access:
(915) 247-0505
Mon–Fri: 8:00 AM – 5:00 PM
Applications and information are available in **English, Spanish, and accessible formats** (Braille, large print, audio, or sign language).

Two-Step ETA Access Application
Step 1: Complete the ADA Paratransit Eligibility Application
The application has two parts:
1. **Applicant Questionnaire:** Provides contact info and details about functional abilities. Informed consent must be signed.
2. **Professional Verification:** A licensed healthcare professional (e.g., physician, therapist, psychologist) must verify the applicant's disability and explain how it affects their functional abilities. This section cannot be completed by the applicant.

Step 2: Phone Interview & Functional Assessment
- The Eligibility Department reviews your application and conducts a phone interview to discuss barriers to using ETA Transit and introduce ETA Access services.
- If more information is needed, staff may contact your healthcare professional or schedule an **in-person functional assessment**. Free transportation can be provided if needed.
- Language assistance is available upon request.

Submitting Your Application:

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

In Person (Mon–Fri, 8 AM–5 PM) at:

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

Once submitted, call **(915) 247-0505** or **TTY 711** to schedule a phone interview. Incomplete applications will be returned with instructions.

Eligibility Determination:

- Decisions are typically made within **21 days**, with written notification sent to the applicant.
- If processing exceeds 21 days, applicants receive **presumptive eligibility** until a final determination is made.
- Approved customers receive a **photo ID card** valid for three years.

Appeals

Applicants may appeal **denials, temporary, or conditional eligibility** within **60 days** of their eligibility letter. Appeals can be submitted via **mail, email, or phone**:

Phone: (915) 247-0505

Email: appeals@elpasotransportationauthority.org

Appeal Process:

1. **Level 1 – Administrative Review:** Conducted by ETA staff not involved in the original decision.
2. **Level 2 – In-Person Functional Assessment:** Conducted by an Appeal Panel (ETA staff + Access Advisory Board member). Applicants are contacted within 2–3 business days after Level 1. Applicants are notified in writing within **30 days** of completing the Level 2 assessment.

ETA Access Service Area

ETA Access Fares

- **ADA Paratransit:** $2.50 per trip ($5.00 round trip)
- **Premium Service:** $5.00 per trip ($10.00 round trip)
- **Payment:** Cash only, due upon boarding

Personal Care Attendants (PCAs) & Companions:

- **Personal Care Attendants (PCAs):** Ride free, must travel the same trip, and require a reserved seat. PCA needs are usually documented during eligibility but can be updated anytime.
- **Companions:** Pay the same fare as the rider, must travel the same trip, and require advance notice to reservations.

Reserving a Trip

Call Reservations Line: **(915) 247-0505**

Hours: 8:00 AM – 5:00 PM, 7 days a week

Book 1–7 days in advance; next-day trips by 5 PM

When reserving, have ready:

- Paratransit ID number
- Trip date, pick-up/drop-off times, and addresses (with details if hard to find)
- Info on mobility devices, Personal Care

Cancellations & No-Shows

Advance Cancellations:

- Cancel at least 2 hours before your pick-up window by calling the Reservations Line: (915) 247-0505 (8 AM – 5 PM, 7 days a week).
- Whenever possible, cancel the day before.

Early Morning Cancellations:

- If cancelling between 5 PM (previous day) – 8 AM (day of trip), call the Dispatch Line at (915) 247-0505 | TTY 711.

Late Cancellations & No-Shows:

- Late Cancel: Cancelling within 2 hours of pick-up or cancel-at-door.
- No-Show: Vehicle arrives during the 30-minute window, but the rider is not available.
- Return trips are not automatically cancelled—customers must cancel them if not needed.

Penalties:

No-shows and late cancellations impact service and may lead to suspension if a pattern or practice occurs. Violations (within 12 months):

1. Verbal Warning
2. Written Warning
3. 1-Week Suspension
4. 2-Week Suspension
5. 4-Week Suspension

Subscription service may also be canceled for repeated violations or frequent advance cancellations (25%+ of subscription trips).

ETA Access Policies

Service Areas

- ADA Paratransit: Service provided within ¾ mile of bus routes in the East, West, and South Zones.
- Premium Service: Available between zones and to Sun Metro's ADA paratransit service area. Trips are direct—no transfers required.
- Reservation agents will confirm whether a trip is ADA paratransit or premium service.

Service Limitations

Eligibility does not guarantee service in every situation. ETA Access cannot serve:

- Locations outside the service area (an alternative pick-up point may be required).
- Locations that are unsafe for vehicles, such as areas with dangerous double parking, steep/narrow roads, low bridges, or no safe loading space.

Service Animals & Pets

Service animals ride free and must be leashed, controlled, clean, and not block aisles. Misbehavior may result in the animal being excluded. Notify reservations if traveling with a service animal. Non-service animals are allowed only in an approved cage under the customer's control.

Mobility Devices and Medical Equipment

ETA Access accommodates wheelchairs, scooters, walkers, and other ADA-compliant devices (up to 30" W × 48" L × 600 lbs). Oversized devices may be limited; call (915) 247-0505 to check.

- Customers must transfer with minimal assistance; drivers cannot lift.
- Devices must be secured; lap belts/shoulder harnesses are recommended.
- Three-wheel scooter users should transfer to a seat.
- Wheelchairs reclined over 45° cannot be transported.
- Unsafe or aisle-blocking devices may be denied.
- Drivers cannot assist with obstacles over ⅝".
- Oxygen tanks and respirators are allowed if properly secured.

Packages

Riders may bring up to 3 grocery bags (or equivalent). Items must not block aisles or seats. Drivers cannot assist with packages or transport unaccompanied items.

General Policies

- **Paratransit ID:** Carry your ETA Access ID.
- **Seatbelts:** Must be worn; drivers may assist.
- **Prohibited on Board:** Smoking, alcohol, illegal drugs, loud music, hazardous materials.
- **Eating/Drinking:** Allowed only for medical needs.
- **Child Safety Seats:** Customers must secure and remove their own child's seat.

Thank You for Choosing ETA Access

ETA Access is committed to providing safe, reliable, and accessible transportation for all riders. Whether you are traveling for work, medical appointments, or everyday errands, we are here to make your journey easier. Together, we can keep El Paso moving!

2023 Annual Agency Profile - El Paso County (NTD ID 60179)

Mailing Address: 500 E SAN ANTONIO AVE
EL PASO, TX

Website: https://www.epcounty.com/transit.htm

Geographic Coverage

Primary Urbanized/Rural Area	El Paso, TX--NM
Service Area Population	865,657
Service Area Sq. Miles	1,013
Other Areas Served:	
	Texas Non-UZA

Service Consumed

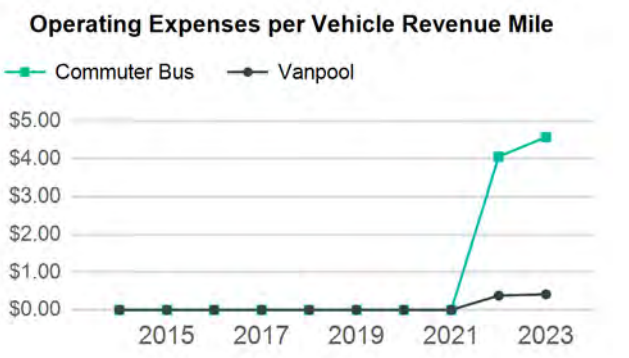
Annual Unlinked Trips (UPT)	509,069

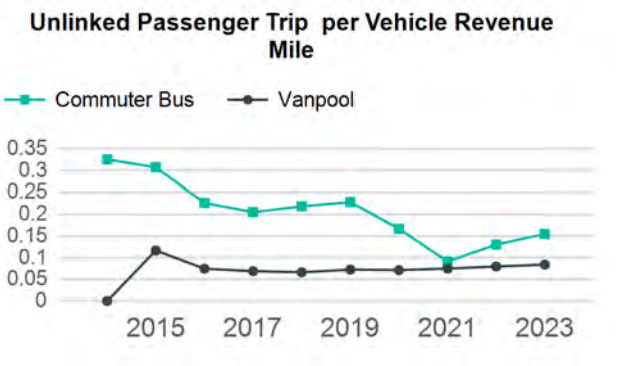
Assets

Revenue Vehicles	159
Service Vehicles	3
Facilities	3

Service Supplied

Annual Vehicle Revenue Miles (VRM)	5,163,010
Annual Vehicle Revenue Hours (VRH)	124,176
Vehicles Operated in Maximum Service (VOMS)	146





Modal Characteristics

Mode	Annual Unlinked Passenger Trips	Directly Operated VOMS	Purchased Transportation VOMS	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours
Commuter Bus	165,321	0	16	1,068,687	48,223
Vanpool	343,748	0	130	4,094,323	75,953
Total	**509,069**	**0**	**146**	**5,163,010**	**124,176**

Metrics

	Service Efficiency		Service Effectiveness		
Mode	**OE per VRM**	**OE per VRH**	**UPT per VRM**	**UPT per VRH**	**OE per UPT**
Commuter Bus	$4.57	$101.27	0.2	3.4	$29.54
Vanpool	$0.41	$22.23	0.1	4.5	$4.91
Total	**$1.27**	**$52.92**	**0.1**	**4.1**	**$12.91**

2023 Annual Agency Profile - El Paso County (NTD ID 60179)

2023 Funding Breakdown

Summary of Operating Expenses (OE)

Mode	Operating Expenses	Fare Revenues
Commuter Bus	$4,883,444	$0
Vanpool	$1,688,461	$0
Total	**$6,571,905**	**$0**

Sources of Operating Funds Expended

Directly Generated	$1,582,660
Federal Government	$3,692,978
Local Government	$1,488,797
State Government	$418,963
Total Operating Funds Expended	**$7,183,398**

Operating Funding Sources

Sources of Capital Funds Expended

Directly Generated	$0
Federal Government	$777,348
Local Government	$0
State Government	$0
Total Capital Funds Expended	**$777,348**

Capital Funding Sources

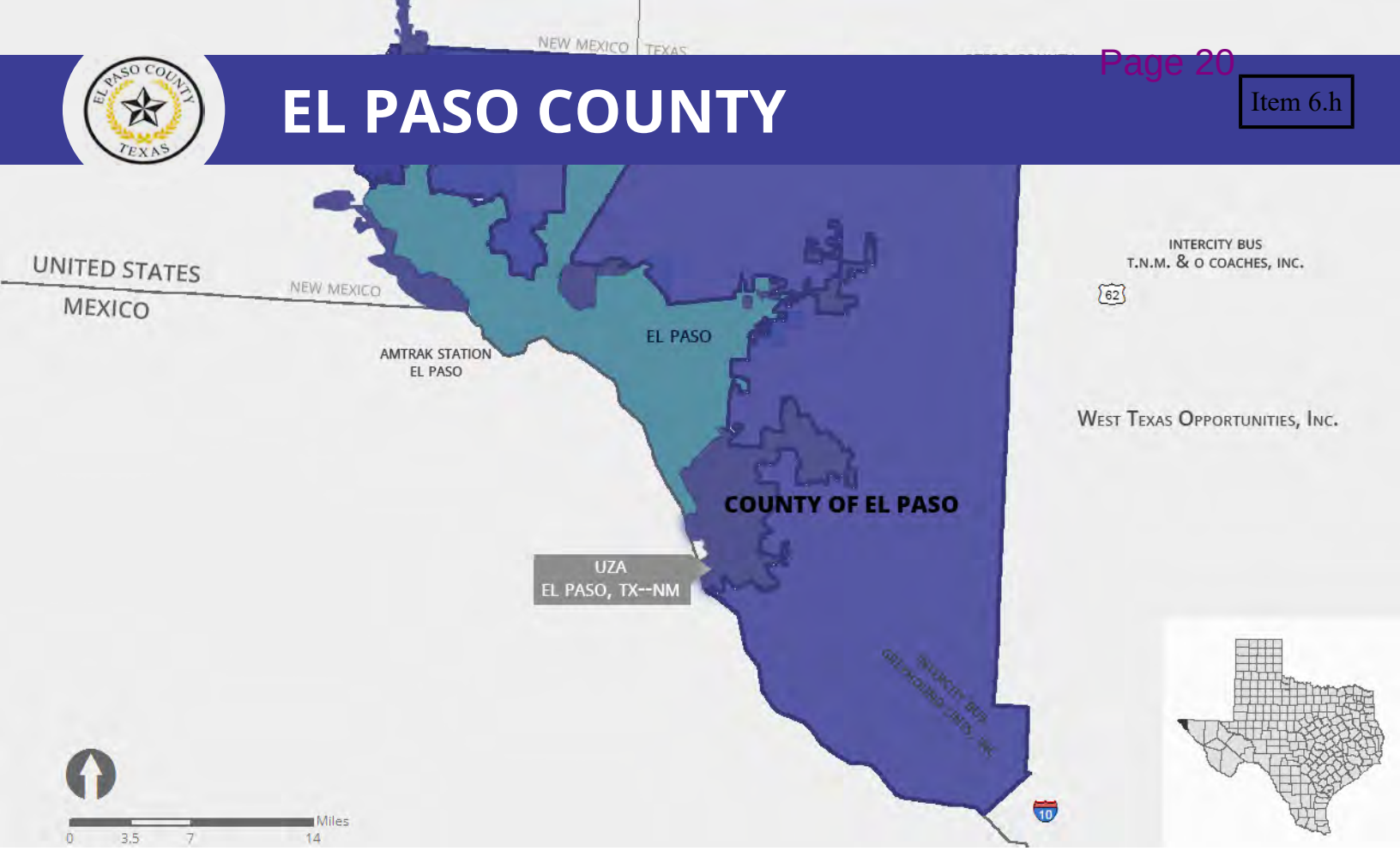
2023 Asset Management

Transit Asset Management (TAM) Tier	Tier I (Non-Fixed Route VOMS)
TAM Sponsor NTD ID	6R05

Metrics

Mode	Average Fleet Age in Years
Commuter Bus	3.9
Vanpool	0.0

EL PASO COUNTY



El Paso County, under Texas Transportation Code Chapter 458, serves as a rural transit district (RTD) for rural El Paso County and therefore receives state funding for rural transit services. The RTD duties are performed through El Paso Transportation Authority (ETA) and El Paso Area Transportation Services, Local Government Corporation (EPATS, LGC). EPATS is a partnership between El Paso County, Horizon City, the City of San Elizario, Village of Vinton, and the Towns of Anthony and Clint. The City of El Paso Mass Transit Department (known as Sun Metro) is funded to serve the El Paso urbanized area (UZA) in Texas; the service area of Sun Metro is the municipal boundary. The governing body of ETA is the County Commissioners Court. The governing body of EPATS is the EPATS board.

EPATS provides rural bus service that covers Anthony, Canutillo, Vinton, and Westway in the northwest; Montana Vista in the east; Agua Dulce, Clint, Fabens, Horizon City, San Elizario, Socorro, Sparks, and Tornillo in the southeast; and other, unincorporated areas of the county. These communities lie outside the city limits of El Paso; all except Fabens and Tornillo are part of the El Paso UZA. EPATS operates six fixed routes via a contractor.

Riders can access Amtrak rail service, Greyhound, El Paso–Los Angeles Limousine, Tornado Bus Company, and Autobuses Los Paisanos in downtown El Paso. In addition, El Paso County contracts with Enterprise to operate a vanpool program and partners with the New Mexico Department of Transportation to provide a park-and-ride service as a regional intercity bus route. All Aboard America is contracted to operate the park-and-ride route. The route connects Las Cruces, New Mexico, to downtown El Paso.

Rural Transit District

- Service Area Population[1]: 181,142
- Service Area Land Area[2]: 562 Sq. Miles
- Unlinked Passenger Trips[3]: 559,126
- Revenue Fleet[3]: 163 Vehicles
- Transit Staff Counts[5]
  - Non-Operator: 16
  - Operator: 33

Rural Transit District Services

Service Information

Motor Bus Service

Six routes serving Anthony, Canutillo, Vinton, and Westway in the northwest; Montana Vista in the east; and Agua Dulce, Clint, Fabens, Horizon City, San Elizario, Socorro, Sparks, and Tornillo in the southeast.

Fare Structure:

One-Way Trip:

- Base fare: $1.50

Ticket Pass:

- Regular pass:
  - Monthly pass: $48.00

Fare Media:

Vanpool Service

Available throughout El Paso County and branded as *Vamonos Vanpool*.

Operated by Enterprise.

One-Way Fare Structure:

- Varies based on mileage, the number of riders, and the size of the van.

Fare Media:

ADA Paratransit Service

Complimentary ADA Paratransit Services .

Fare Structure:

One-Way Trip:

- Base fare: $2.50

Premium Trip: $5.00

Fare Media:

Regional Bus Service

One commuter route, known as the *Gold Route*, connects Las Cruces, New Mexico; New Mexico State University; Anthony, Texas; and downtown El Paso.

Operated by the New Mexico Department of Transportation in partnership with El Paso County Transit.

Fare Structure:

One-Way Trip:

- Base fare: $3.00

Ticket Pass:

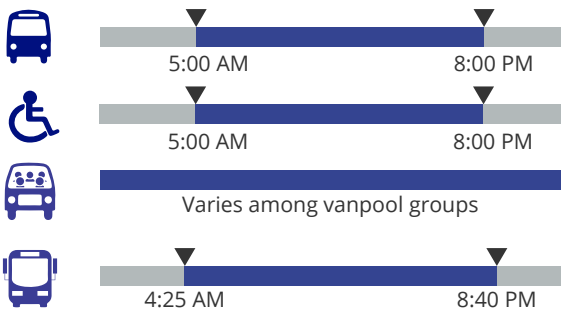
- Regular pass:
  - Monthly pass: $90.00

Fare Media:

Operating Time
(Excluding Holidays)

Operating Days by Mode

Operating Hours by Mode

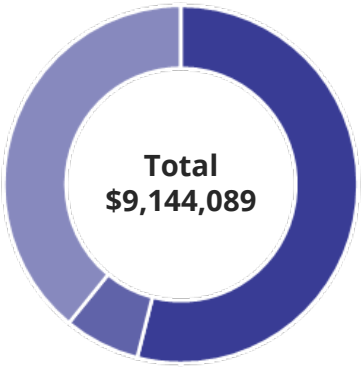


Address | 800 E. Overland Ave, Rm. 423
El Paso, TX 79901

Contact | **Reyna Mayorga**
Transportation Planner
Phone: (915) 273-3838
Email: r.mayorga@epcountytx.gov

FY 2024 Financial Status[3]

Revenues in Fiscal Year 2024



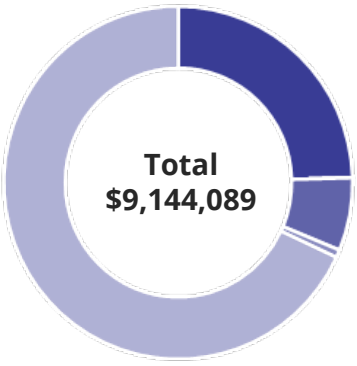
El Paso County

- **54.0%** Federal
- **6.9%** State
- **39.1%** Local

Rural Average

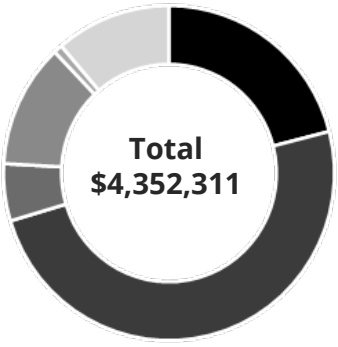
- **61.9%** Federal
- **17.7%** State
- **12.2%** Local
- **8.2%** Contract

Expenditures in Fiscal Year 2024



El Paso County

- **24.6%** Capital Expenses
- **6.7%** Administrative
- **0.7%** Planning
- **68.0%** Purchased Transportation



Rural Average

- **21.0%** Capital Expenses
- **49.4%** Operating
- **5.5%** Maintenance
- **12.0%** Administrative
- **0.9%** Planning
- **11.3%** Purchased Transportation

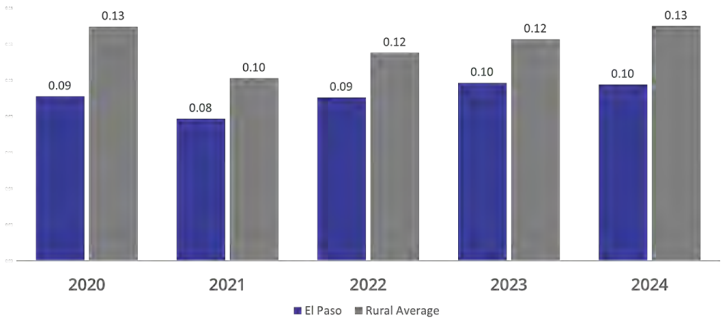
Address | 800 E. Overland Ave, Rm. 423
El Paso, TX 79901

Contact | **Reyna Mayorga**
Transportation Planner
Phone: (915) 273-3838
Email: r.mayorga@epcountytx.gov

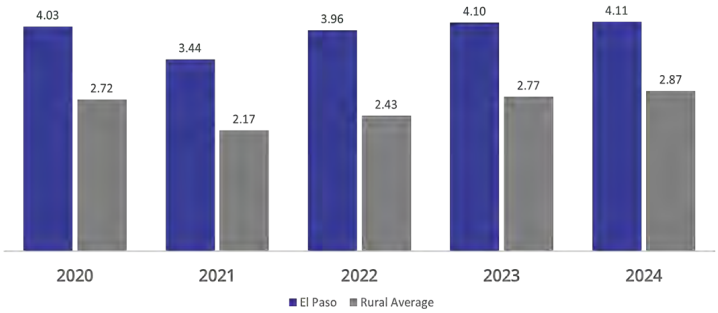
FY 2020–2024 Performance Measures[3]

Productivity in the Past 5 Years

Unlinked Passenger Trips per Revenue Mile

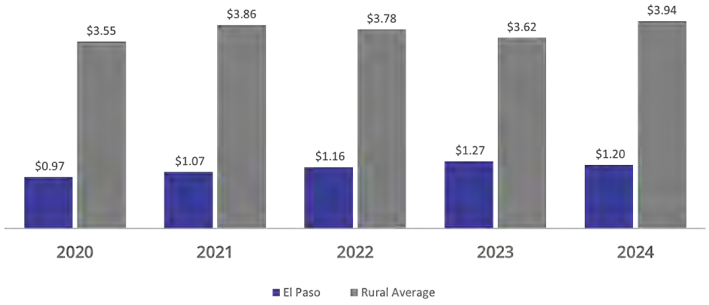


Unlinked Passenger Trips per Revenue Hour

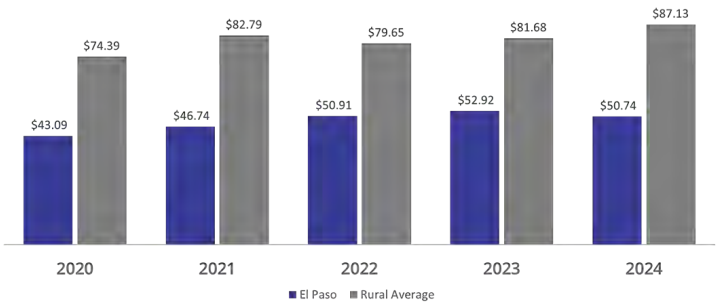


Efficiency in the Past 5 Years

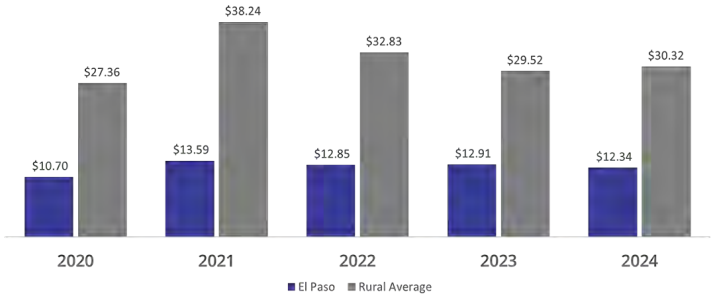
Operating Cost per Revenue Mile



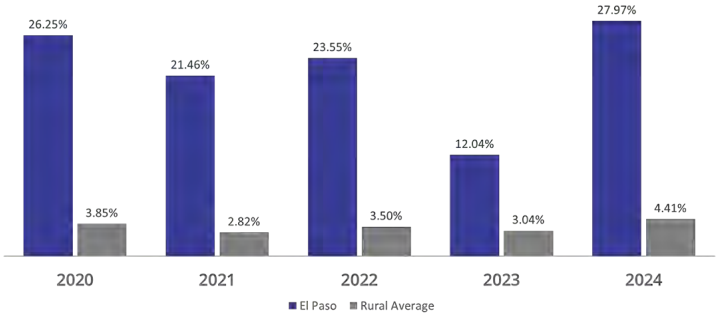
Operating Cost per Revenue Hour



Operating Cost per Passenger



Fare Recovery Ratio



Projects in 2025–2029[4]

Implementation Year	Project Name	Cost
2027	Implement General Public Demand Response	N/A
2027	Implement Additional Fixed Routes	N/A

Data Sources:

[1] TTI estimation based on (1) the 2019-2023 American Community Survey 5-Year Estimates, and (2) the U.S. Census Bureau 2024 TIGER/Line Shapefiles.

[2] TTI estimation based on the U.S. Census Bureau 2024 TIGER/Line Shapefiles.

[3] Texas Department of Transportation, Public Transportation Division, PTN-128 FY2020-2024 Data.

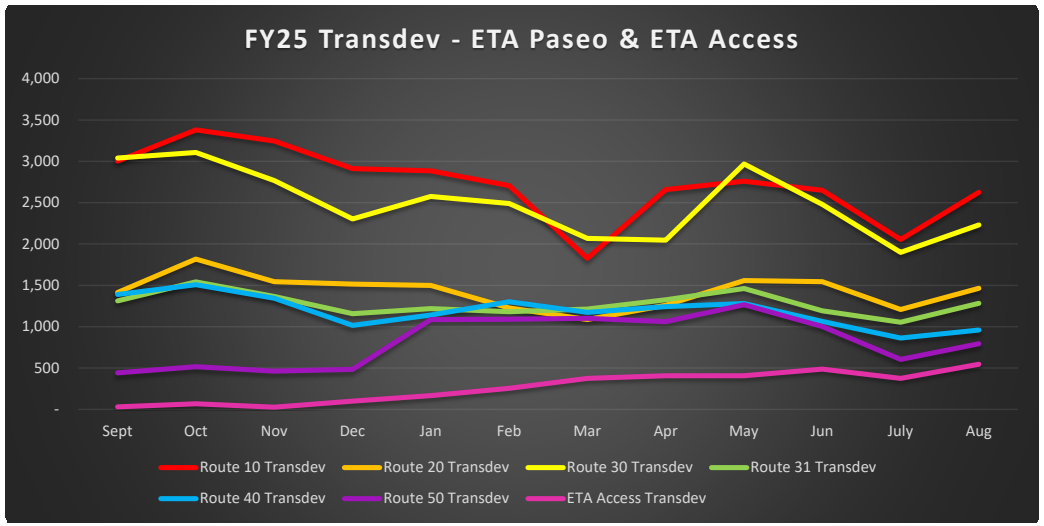
[4] TTI survey data.

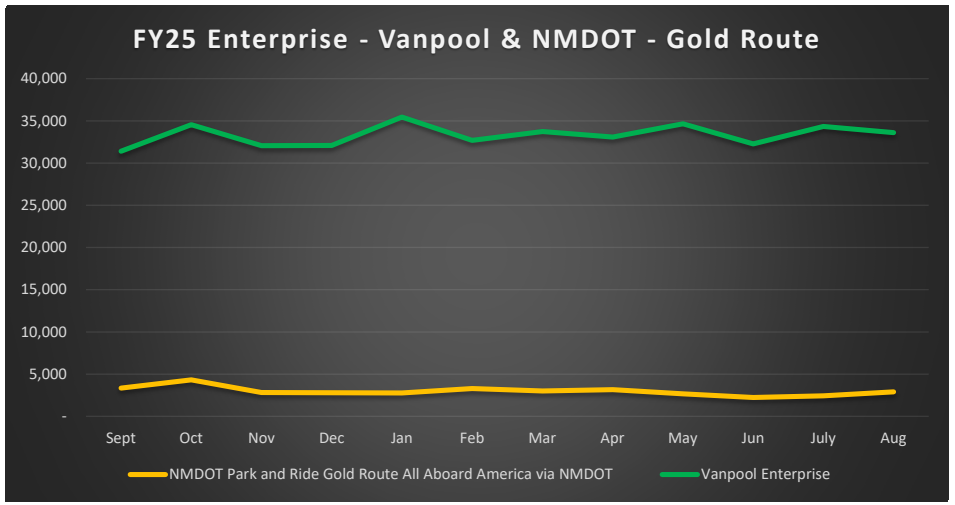
[5] TTI survey data. Staff counts include the number of full-time employees and part-time employees as of the last day in the fiscal year. The agency reported both public agency and private contractor employees who are dedicated at least 50% to the management or operation of the public transit services described in the profile. Staff counts does not include volunteers or employees at another transit district from which service is purchased.

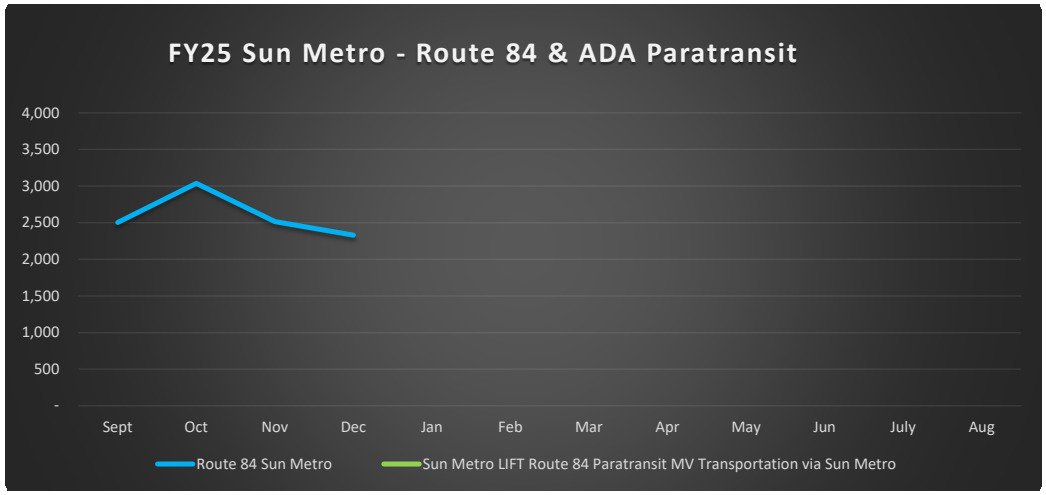
Last Updated:

August 2025

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


FY25 Transdev - ETA Paseo & ETA Access
4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
-
Sept
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
July
Aug
Route 10 Transdev
Route 20 Transdev
Route 30 Transdev
Route 31 Transdev
Route 40 Transdev
Route 50 Transdev
ETA Access Transdev


FY25 Enterprise - Vanpool & NMDOT - Gold Route
40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
-
Sept
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
July
Aug
NMDOT Park and Ride Gold Route All Aboard America via NMDOT
Vanpool Enterprise


FY25 Sun Metro - Route 84 & ADA Paratransit
4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
-
Sept
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
July
Aug
Route 84 Sun Metro
Sun Metro LIFT Route 84 Paratransit MV Transportation via Sun Metro

FY2026 Ridership by Route														
Route	**Operator**	**Sept**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**July**	**Aug**	**Total**
Route 10	Transdev	2,732												**2,732**
Route 20	Transdev	1,577												**1,577**
Route 30	Transdev	2,072												**2,072**
Route 31	Transdev	1,385												**1,385**
Route 40	Transdev	965												**965**
Route 50	Transdev	927												**927**
NMDOT Park and Ride Gold Route	All Aboard America via NMDOT	3,716												**3,716**
ETA Access	Transdev	435												**435**
Vanpool	Enterprise	35,242												**35,242**
Grand Total		**49,051**	-	-	-	-	-	-	-	-	-	-	-	**49,051**

Victor Estrada

Horizon City, TX 79928
vestrada1175@gmail.com - 915-373-5856

Work Experience

Manager of Systems and Tech Support
University of Texas at El Paso - El Paso, TX - July 2024 - Current
Employed by the College of Science in the Mathematical Sciences department to keep all computers in two labs updated with the most current Windows version updates as well making sure that the applications the professors use for their classrooms are also updated. I am also in charge of keeping our distribution list updated in Active Directory and ensuring the proper User Groups, Roles, and Restrictions are in place for all Faculty and Staff in our department. I also place orders of new equipment for new employees or whenever new electronic equipment is needed for our department. When not dealing with the PC's and Apple devices, I also assist the professor's in my department with creating digital flyers for different events that our department hosts as well as setting up events to be broadcasted through Zoom and helping out with broadcasting the events through Zoom as the host of our department.

Real Time Trader
El Paso Electric - El Paso, TX - December 2023 - May 2024
Experience as a Real Time Trader maintaining engaging in wholesale energy purchases and/or sales with other entities in accordance with established contracts and procedures to balance loads and resources in the most efficient manner. Experience with purchasing transmission using the OASIS system to effectuate the purchase or sale of power. Monitored EPE's performance in the EIM intra-hour and worked with Generation Operations and EIM Entity Scheduling Coordinator (EESC) to adjust the operation of resources as needed. Conducted short-term load forecasting to ensure adequate resource availability and provided power schedule interchange information to System Operations for use in the Balancing Authority Area administration.

IT Consultant - IT Operations
El Paso Electric - El Paso, TX - February 2019 - December 2023
I have experience with the Avaya Aura software, specifically Communications Manager (CM) and Session Manager (SM) as well designing and maintaining telephone moves, adding, and change of work for call centers and business offices. The maintenance of these systems consisted of troubleshooting and resolving issues with telephones, deploying advanced features as needed, facilitating department moves as well as adding and making changes to call center devices. Experience with installing and configuring Communications Manager and Session Manager servers as needed.

Avaya Telecommunications Technician
Walkercom(El Paso Electric) - Pearland, TX - December 2017 - February 2019
I have experience with the Avaya Aura software, specifically Communications Manager (CM) and Session Manager (SM) as well designing and maintaining telephone moves, adding, and change of work for call centers and business offices. The maintenance of these systems consisted

of troubleshooting and resolving issues with telephones, deploying advanced features as needed, facilitating department moves as well as adding and making changes to call center devices. Experience with installing and configuring Communications Manager and Session Manager servers as needed. All work was done for El Paso Electric as a contractor before being offered a full-time position as an IT Consultant with El Paso Electric.

Teacher
Clint Junior High School - Clint, TX - February 2016 to Present
Currently employed as the Exploring Careers teacher to 8th graders in which students explore the many different careers that the world has to offer them and the class helps them find their career path. I also teach Journalism to 7th and 8th graders, as well as being the Gifted and Talented Teacher in which I have 6th, 7th, and 8th grade students.
I also coached basketball and tennis teams and started our 8th Grade Committee which fundraisers throughout the year in order to have an 8th grade end of the year celebration.

Computer Teacher
Harmony School of Innovation - El Paso, TX - August 2012 to February 2016
Employed as a Teacher with Harmony School of Innovation in El Paso, Texas, which is part of the Harmony Public School Systems in Texas and is a STEM(Science, Technology, Engineering, and Math)school. I taught Technology Applications to Kindergarten through 7th graders, and Principles of Information Technology to 9th graders, Web Design to 11th graders, and also AP Computer Science to high school seniors. Elementary and middle school classes learn the basics of computers and the applications that come with computers. The children are also taught the Microsoft Office suite programs such as Word, Excel, and Powerpoint, however, the elementary students are just taught the basics of the applications, whereas the middle school children are taught more specifically on what the applications can do and how the applications could be useful in everyday life. The ninth grade class that I teach uses Adobe Suite which incorporates Adobe Premier, Adobe Photoshop, Adobe Illustrator and other applications that the students may use in the future if they choose a path in technology. The students, Kindergarten through 12th grade, have also learned Java programming and even how to code programs using Java.

Advanced Bi-langaul Technical Support
Verizon Wireless - El Paso, TX - February 2009 to April 2012
I worked as a Bilingual Advanced Technical Support Representative with Verizon Wireless troubleshooting and fixing escalated calls for Tier 1 Representatives. I also assisted customers with finding the right features and calling plans to fit their budget. Most of the calls that I received were calls that were transferred to me from other representatives that could not remedy the customer's issues, most of the time I was able to remedy those issues, when not able to do so, replacement devices were sent out or network trouble tickets were issued by me to research if the issue may be with a network outage or not.

CPS Merchant Support Representative assisting retail merchants
Comdata - El Paso, TX - August 2007 to February 2009
with technical and billing assistance which included downloading, uploading, and maintenance of credit card processing terminals as well as being selected as one of two employees to be on-call 24 hours a day 7 days a week. The position also required handling billing inquiries merchants may have concerning their accounts with our credit card processing departments. I also was in charge of determining when a merchant was in need of a replacement unit to be sent out to them in order to keep them processing without an interruption of services.

Computer Lab Aide
Clint I.S.D - Clint, TX - August 2004 to March 2007
I worked as the Computer Lab Aide at Clint Jr. High School and also Clint High School in charge of the computer lab located in the school. My duties also included assisting teachers with technical troubleshooting on all computers, printers, and video and audio equipment when needed. Other duties also include being the campus websites administrator as well as their primary contact for any network problems within the campus.

CSR Rep
Telerx - El Paso, TX - 2002 to 2004
El Paso, Tx
TSR
I worked on the Merck Patient Assistance Program which financially assists customers who are prescribed Merck medications with obtaining them at no charge to the customer. At Telerx, I also worked responding to customer's inquiries and complaints via e-mail submitted through www.mcdonalds.com when working on the McDonald's program located in the same call center. Awards that I was Recognized for at Telerx included, perfect attendance record for exactly one year, meeting Quality Assurance goals for 11 months, and also exactly one year and half of employment without any verbal or written corrective action being taken on against.

Directory Assistance Operator
GC Services - El Paso, TX - 2001 to 2002
My responsibilities as a directory assistance operator were assisting MCI domestic customers in searching for telephone listings.

Floor Supervisor
Echostar Communications - El Paso, TX - 1999 to 2001
Responsibilities included supervising fifteen customer service representatives, answering questions to assist them in giving customer service, handling escalated customer issues, managing representative's hours on Kronos for payroll, and finally reporting weekly sales and activities to General Manager using a spreadsheet created to automatically populate daily, weekly, monthly and annual sales created by me using Excel.

LAN Technician

MACA Custom Networks - El Paso, TX - 1998 to 1999
As a LAN Technician, my job consisted of running, installing, and terminating CAT5 cable for voice, video, and data communication networks. I also assisted with the installation of Cisco routers and setting up networks for
the El Paso Independent School District.

LAN Technician
Rio Communications - El Paso, TX - 1997 to 1998
As a LAN Technician, my job consisted of running, installing, and terminating CAT5 cable for voice, video, and data communication networks. Installed and maintained LAN Networks at the El Paso International Airport, El Paso Police Regional Command Centers in the Northeast, Pebble Hills and Lower Valley, as well as migrating a WAN Network into a LAN Network for the U.S. Consulate in Ciudad Juarez and for the Mexican Consulate
located in Downtown El Paso.

LAN Technician
Envision Technologies - El Paso, TX - 1996 to 1997
As a LAN Technician, my job consisted of running, installing, and terminating CAT5 cable for voice, video, and data communication networks. During my employment with Envision Technologies, I installed and maintained Video Conferencing consoles for the El Paso County Sheriffs at their substations throughout El Paso and in
the County Courthouse in Downtown El Paso.

EDUCATION
Diploma
Clint High School - Clint, TX

Associates in Microcomputer Applications and Network Technologies 2004
Border Institute of Technology - El Paso, TX

Bachelor's in Business Management 2012
University of Phoenix Online - Phoenix, AZ

Master's in Business Management 2014
Colorado Technical University - Colorado Springs, CO

ADDITIONAL INFORMATION

* Four years' experience running CAT5 cable, setting up mounting racks for punch down blocks, terminating the cables on to the punch down block, installing Cisco routers in to cabinets as well setting up the proper wiring and leaving the routers ready for Network Administrators to configure. I have received an Associate's degree in Microcomputer Applications and Network Technologies and attended four quarters of Microsoft Certification classes and four quarters of Cicso Certification classes as well. The degree also required Novell classes.

* Four years troubleshooting PC's, Mac's, PDA's, Printers, Smart Phones, MiFi's and any other type of office equipment.

* Three years as webmaster. Two years for Clint Junior High (www.clintweb.net/cjh) and also one year for Clint High School (www.clintweb.net/chs).

* Five years of teaching Technology Applications K-12, Web Design, Graphic Design, Robotics, Principles of Information Technology, AP Computer Science and Two years of Coaching Girls Basketball 7-12.

* Ten years of working for different customer service call centers in the El Paso area as Floor Supervisor supervising a team of 15 customer service representatives to include reporting daily sales numbers to call center managers, managing my teams daily attendance and adherence to break schedules, managing team members worked hours for payroll, assisting my customer service representatives with answering their questions and needs, including escalated calls, working together with Quality Assurance teams monitoring my teams phone calls and giving those same representatives feedback on how to further enhance their customer service soft skills.

* Certified to teach AP Computer Science through The College Board.

* Certified and eligible to teach Business Education 6-12.

* One and a half years' experience teaching Exploring Careers to 8th graders

El Paso Area Transportation Services, Local Government Corporation (EPATS, LGC) Needs You to Participate Access Advisory Committee (AAC)!

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.

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 AAC is composed 1) citizens of the rural portion of El Paso County that have a disability or disabilities, 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 rural portion of El Paso County.

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? Quarterly on the third Friday of each month at 2:00 p.m. (July, October, January, April)

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: [redacted]

Address: [redacted]

Email Address: [redacted]

Phone Number: [redacted]

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.

[redacted]

OR submit your application to:
Mail: El Paso Transportation Authority, 800 E. Overland Ave. Room 423, El Paso, TX 79901
Email: director@elpasotransportationauthority.org

ETA
Monthly Client Update
AUGUST 2025

This is an executive summary of our primary activities for the most recent past month in three primary categories, Performance, People and Share (a section for other updates).

AUGUST 2025 Performance:

KEY METRICS		JUNE 2025
Preventable Accidents NON-Preventable accidents		0 0
On Time Performance F/R On Time Performance P/T Rides Per Hours P/T		93.6% 95.90% 0.92
F/R Ridership		9,359
P/T RIDERSHIP		546

CLIENTS IN SERVICE AREA **CLIENTS OUTSIDE SERVICE AREA TOTAL 148**		**133** **15**
ROAD CALLS		**0**
PM'S 100%		**26 PM'S** **26 COMPLETED** **100%**

PEOPLE

Update on Human Resources

JUNE Transdev Staffing: Currently fully staffed

25 F/R Drivers.

6 P/T Drivers

3 F/R driver position open

2 P/T driver position open

TRAINING CLASS EXPECTED TO START 09/29/25

SHARE

Additional Updates: Company Events

August 8, 2025 3 Employees including myself celebrated 18 years of employment with First Transit (Now Transdev).
Myself – General manager
Victor Padilla – Maintenance Manager
Mark Esparza – Bus Operator

The 3 of us started when First Transit came to El Paso to run the UTEP Contract That was in 2007., In 2014 We were awarded the El Paso County Rural Transit Contract. In 2020 we were re-awarded the County contract, but we were not awarded the UTEP contract as the University decide to run the transportation in house. And in 2025 we were awarded the ETA contract.

These past 18 years have not been without it's struggles, but like I always tell my employees, if you have a job where you wake up every morning ready to give it 100% and you are grateful for the job then you are where you were meant to be!!

ETA
Monthly Client Update
SEPTEMBER 2025

This is an executive summary of our primary activities for the most recent past month in three primary categories, Performance, People and Share (a section for other updates).

SEPTEMBER 2025 Performance:

KEY METRICS		JUNE 2025
Preventable Accidents NON-Preventable accidents		0 0
On Time Performance F/R On Time Performance P/T Rides Per Hours P/T		91% 95.83% 0.88
F/R Ridership		9,658
P/T RIDERSHIP		546

CLIENTS IN SERVICE AREA **CLIENTS OUTSIDE SERVICE AREA TOTAL 148**		**133** **15**
ROAD CALLS		**1**
PM'S 100%		**23 PM'S** **23 COMPLETED** **100%**

PEOPLE

Update on Human Resources

JUNE Transdev Staffing: Currently fully staffed

28 F/R Drivers.

8 P/T Drivers

0 F/R driver position open

0 P/T driver position open

We are currently fully staffed

TRAINING CLASS EXPECTED TO START

SHARE

Additional Updates: Company Events

Employee of the month for September

Araceli Martinez, she was 1 of the new hires when we started the ADA program 1 year ago.

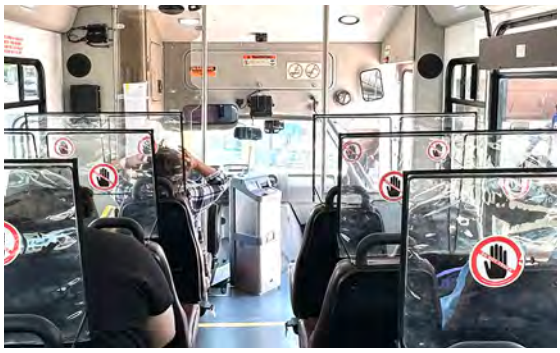
Araceli is a great asset to our team. I have received several complements on her from many of our clients.

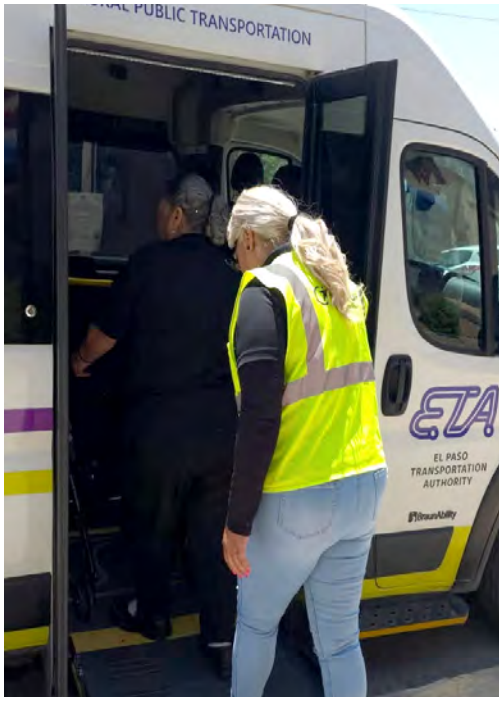
She is a team player and a great leader for drivers; she shows great expertise in her field.

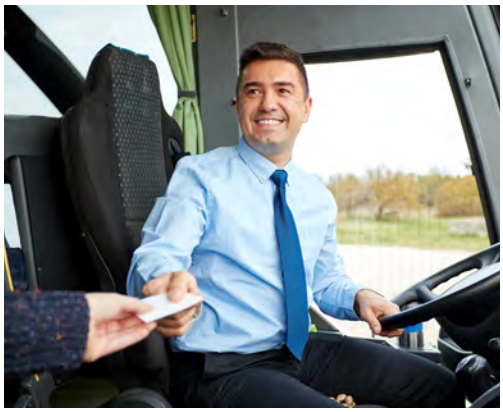
Araceli is always willing to work whenever we need her, she has never turned extra work. She comes to work all the time with a smile on her face.

El Paso County Rural Transit District

GENERAL PUBLIC DEMAND RESPONSE STUDY







Texas A&M Transportation Institute

September 2025

Your feedback is important!

Please complete a short survey
about these scenarios.

**Please email comments
or questions to:**
epcountytransitplan@tti.tamu.edu

Visit our website to learn more:
https://transit-mobility.tti.tamu.edu/
el-paso-county-drt-study/

EL PASO TRANSPORTATION AUTHORITY
800 EAST OVERLAND AVENUE, ROOM 423, EL PASO, TX 79901
www,elpasotransportationauthority.org | (915) 273-3838 | director@elpasotransportationauthority.org

Greetings!

For the past decade, El Paso County has worked to improve transportation options for residents of the county and has recently partnered with the El Paso Area Transportation Services, Local Government Corporation (EPATS, LGC) which is commonly known as the El Paso Transportation Authority (ETA) began in 2016. This collaboration of local governments and the County is an effort to bring seamless, multimodal transportation solutions and mobility options to the Greater El Paso region. Since 2017, several studies have led to service expansions and facility improvements, including the provision of paratransit services, as required by the Americans with Disabilities Act (ADA). The improved services help to improve connectivity and accessibility, allowing county residents more options while maintaining affordability.

ETA is committed to continuous improvement. ETA has retained the Texas A&M Transportation Institute, a part of the Texas A&M University System, to explore the need for and feasibility of implementing additional service in the outer reaches of El Paso County. This service enhancement could be achieved through a **Community Demand Response Transportation (DRT)** model. This booklet explains possible types of service enhancements that can reach residents in the "outer county". These are areas of the county that are more rural and residents and more spread out – making traditional transit service more difficult.

We invite you to explore the options and let us know your opinions about them. ***Your feedback is important!*** There are a number of ways to make your preferences known. After you review this booklet, you can:

- Answer a short, anonymous questionnaire.
- Leave open-ended comments with the comment cards on the buses.
- Send an email to study team at epcountytransitplan@tti.tamu.edu.
- Visit https://elpasotransportationauthority.org/planning/ to learn more.

Your feedback is always welcomed and appreciated as we work to provide transportation solutions throughout El Paso County to get you where you want to go.

Sincerely,

John Andoh, Executive Director
El Paso Transportation Authority

GENERAL PUBLIC DEMAND RESPONSE

Background

The El Paso County Rural Transit District (EPCRTD) has been working hard to improve and expand transit service throughout the county. Using input gathered from the public and stakeholders over the last several years, the EPCTRD has developed guidelines and priorities for implementing various types of transportation services. This booklet illustrates and describes types of transit service and transit service terms.

The EPCTRD is, again, seeking your input. There are several ways to provide input about anything related to El Paso County Rural Transit District services. You may complete a comment card and leave it in the comment box. You can also email your comments to the study team at EPCountyTransitPlan@tti.tamu.edu. Finally, we encourage you to visit the website, https://transit-mobility.tti.tamu.edu/el-paso-county-drt-study/, to learn more. The official comment period closes at the end of September.

Service Planning Guidelines

These guidelines reflect the EPCRTD goals for transit service. They are based on public input received during the study phases of this project. They provide the framework for all transit service planning, but full implementation depends on costs, available resources and operation needs.

Guidelines for El Paso County Rural Transit District Service in General

- EPCTRD service should be available to all residents of rural El Paso County. EPCTRD transit service can take the form of **fixed-route local bus service, Americans with Disabilities (ADA) paratransit service or General Public Demand Response** service.
- New or modified EPCTRD transit services should serve existing riders to the extent possible.
- EPCTRD transit service should run at least 14 hours per day on weekdays and at least 12 hours per day on weekends.
- EPCTRD transit service should not compete for riders with Sun Metro bus service.

Guidelines for EPCTRD Bus Routes

- Bus routes should connect residents of rural El Paso County to Sun Metro bus service and serve key destinations in the county, such as medical centers and shopping centers.
- Buses should run no more than 60 minutes apart during peak times and no more than 120 minutes apart at other times.
- Bus routes should run in areas with higher population density and/or higher job density.
- Bus routes should be as simple as possible. They should be direct and follow the same roads in both directions. Bus schedules should be easy to remember.
- Where possible, bus routes that intersect each other or meet Sun Metro routes should be timed so that transfers are convenient.

Guidelines for EPCTRD Bus Stops

- EPCTRD bus stops should be ½ mile apart on average
- EPCTRD bus stops should have a sign indicating that they are El Paso Transportation Authority (ETA) paseo bus stops (This is the name of the EPCRTD's fixed-route system). Some stops will also have seating or a shelter, depending on factors such as the number of people who use the stop and whether or not the stop is a transfer point.
- All bus stops should be accessible to riders in wheelchairs.
- Bus stops should be located in areas that are highly visible, well lit at night, near safe roadway crossings, and not prone to flooding.

Guidelines for EPCTRD General Public Demand Response Service

- General Public Demand Response service should connect residents of rural El Paso County to key destinations in the county and Sun Metro transfer centers.

The overarching goal of the El Paso County Rural Transit District is to provide a new system that serves all residents of rural El Paso County in the most efficient and cost-effective manner.

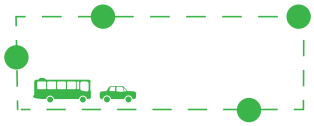
EL PASO COUNTY
TRANSIT STUDY SCENARIOS

Description of Service Types

Bus Stop

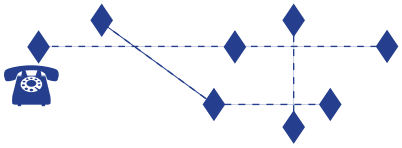
Pickup/Drop-Off Locations

Volunteer Driver: A service where trained volunteers use their own vehicles to provide rides to seniors, individuals with disabilities, or others in need. Riders usually schedule rides in advance. This service often covers areas not served by regular transit.



Microtransit: uses a digital platform to fulfill trip requests where customers can reserve service through smartphones or other computing devices. Depending on the technology, reservations can be secured through subscription well in advance or in real-time.

ADA Paratransit: a small bus that provides service to individuals with disabilities, according to ADA, who call ahead and schedule a pickup. ADA paratransit service is provided to areas within ¾ mile of any local fixed route.



Dial-a-Ride: a small bus that provides service to passengers who call ahead and schedule a pickup. Dial-a-Ride service does not follow an established route but provides rides within a community or zone. Passengers who want to travel between zones transfer at existing transfer centers.

Flag Stop: a bus that operates along established routes with set schedules, and passengers can get on and off the bus by flagging the bus driver.

Fixed Route Local Bus: a bus that operates along an established route with a set schedule, and passengers get on and off the bus only at marked stops. Americans with Disabilities (ADA) Paratransit service is provided to areas within ¾ mile of the route.

Transit Service Terms

Hours of service

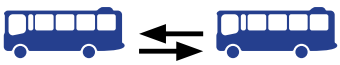
How long a transit service or route operates on a particular day. For example, a bus route's hours of service on weekdays (Monday through Friday) may be from 6:00 a.m. to 8:00 p.m.

Peak

The times of day when more people travel and sometimes more transit service is provided. In the proposed transit service scenarios, peak time periods are 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m.

Off-peak

The times of day when travel is lower than peak and sometimes less transit service is provided. In the proposed transit service scenarios, off-peak time periods are all the hours of service that are not in the peak time periods.



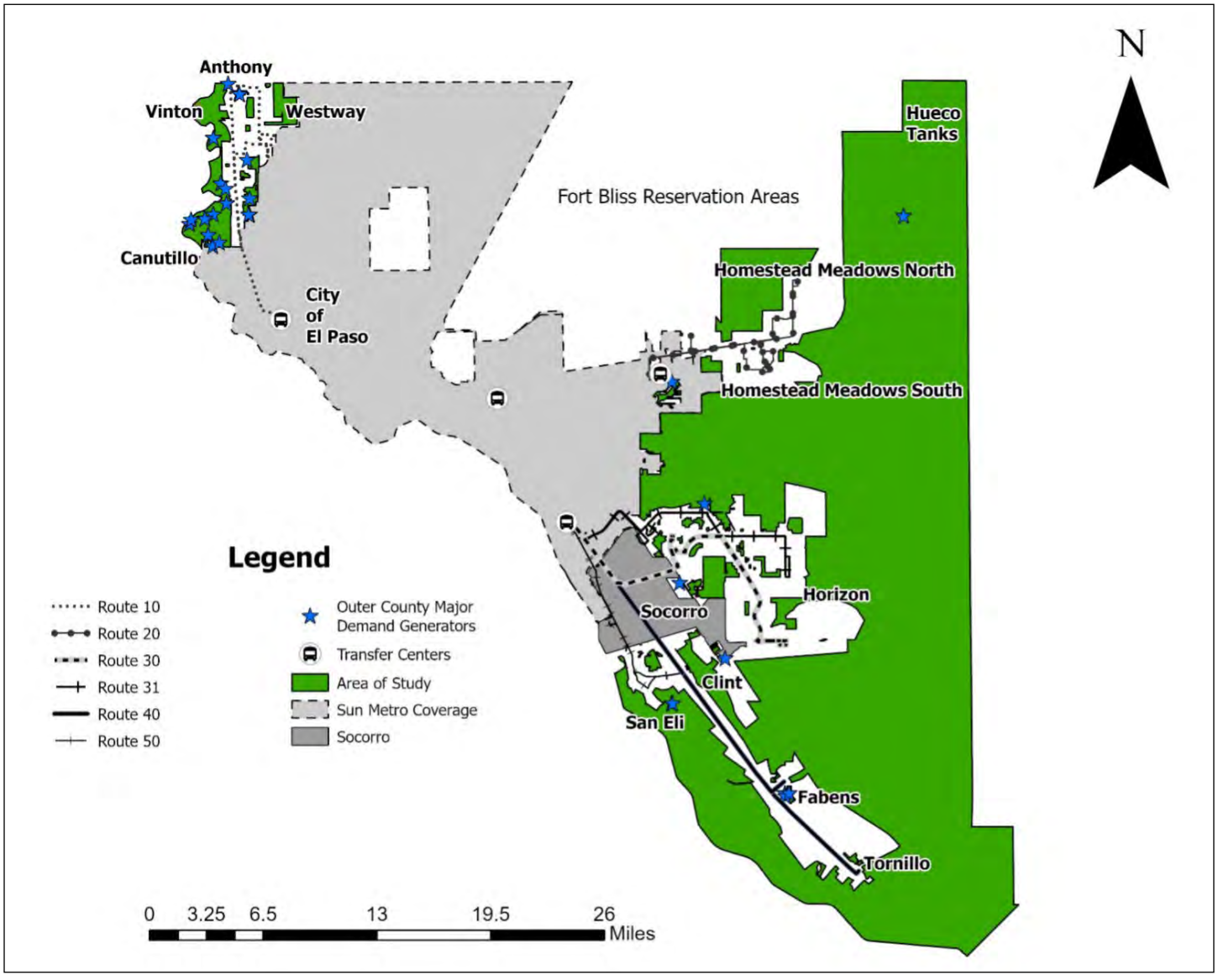
Frequency

How often a bus arrives on a route; for example, a bus may come once per hour. Increases in frequency mean that buses will come more often, and passengers will wait less time for a bus to arrive. Decreases in frequency mean that buses will come less often, and passengers will have to wait longer for a bus to arrive.

Proposed General Public Demand Response Service

This study focuses on providing service to the outer regions of El Paso County that are currently underserved. The study area is highlighted in green in the figure below. The existing county bus routes are also shown on the map, as well as the transfer centers where riders may transfer to Sun Metro transit service.

10.3	$13.16
Passengers Per Hour	Operating Cost per Passenger



General Public Demand Response Transit Service

The term general public demand response transit (GPDRT) service is a broad term for public transit service that is not fixed-route and operates in response to individual trip requests. GPDRT service might use a small bus or another type of vehicle to provide rides to passengers who make an advance reservation for a pickup within an hour or two of them requesting service. GPDRT vehicles do not follow an established route but provide rides within a community or zone. Passengers who want to travel between communities or zones typically transfer at existing transfer centers. GPDRT can operate as a "many-to-many" service (i.e., connecting many possible origins to many possible destinations) or a "many-to-few" service (i.e., connecting many possible origins to limited set of possible destinations). A GPDRT service that operates as a feeder to fixed-route service is a many-to-few service; the destinations of a feeder service are fixed-route transfer points.

Dial-a-Ride

Dial-a-Ride (DAR), as provided by a public transit agency, can be service to the general public or a subgroup of the population such as seniors or people with disabilities. It is demand-responsive, meaning that customers have to request a trip by making a reservation, typically 1-2 days in advance. DAR can be door-to-door or curb-to-curb service.

DAR vehicles do not follow an established route but provide rides within a community or zone. In a multi-zone model, customers who want to travel between zones may have to transfer at existing transfer centers, possibly with another fare for the second leg. Other multi-zone models allow direct trips between zones but with a higher fare.

Most DAR services operate as a "many-to-many" service (i.e., connecting many possible origins to many possible destinations) or a "many-to-few" service (i.e., connecting many possible origins to limited set of possible destinations). A DAR service can also serve as a feeder to fixed-route service depending on the overlap between the fixed routes and the DAR service area. Where transferring between the DAR service and the fixed-route service, customers may have to pay two fares or a transfer fee. Conversely, in many such models, the transfer is free.

DAR services can be provided using dedicated vehicles operated in-house or by a contractor, using non-dedicated vehicles operated by a contractor, or using a combination of the two. The most common arrangement is using a dedicated fleet. In less dense areas, smaller vehicles tend to be used, as the lower demand rarely warrants the need for buses with larger capacities.

Microtransit

Microtransit is a technology-enabled shared-ride, general-public, curb-to-curb (vs. door-to-door) service in which passengers book a pickup via an app or phone call and are transported by a microtransit vehicle (which may be a bus, van, SUV, or sedan). The primary difference between microtransit service and DAR service is that it can be accessed on a same-day basis, while DAR trips are booked in advance. In many cases, microtransit can be requested on an "immediate-fulfillment" basis, like a taxi or Transportation Network Company such as Lyft or Uber.

Some microtransit services only allow requests on the day of service, while others also allow advance reservations and even subscription service. For most microtransit services, trips are booked via an app but the system must also have a call-in option.
While many microtransit services are designed to pick up and drop off customers at their requested addresses, some microtransit technologies are enabled to use "virtual" stops to which passengers will be directed to walk (typically within a couple of blocks). Virtual stops tend to group ride-sharable trips more productively.

Microtransit services can be operated in-house with dedicated vehicles, by the transit agency, or by its paratransit contractor. The transit agency or contractor would need to acquire microtransit technology. There are also microtransit technology vendors who can provide turnkey services. Most transit agencies with microtransit services have implemented these services where and/or when fixed-route service is not cost-efficient or logistically inappropriate. In many locales, microtransit services provide feeder service, similar to some DAR services.

Volunteer Driver Program

A Volunteer Driver Program (VDP) involves transit service being provided by volunteer drivers using their own vehicles or agency-owned vehicles. Volunteer drivers may or may not be compensated through mileage reimbursement. VDP trips might be available on days and at times when other transit services are not available, depending on availability of volunteer drivers. Scheduling software that includes schedules of volunteer drivers could support VDPs being used to provide trips in the Outer County, where the demand density is insufficient to operate DAR in a cost-effective manner. VDPs are generally well received by riders.

User-Side Subsidy Program

A user-side subsidy program involves a transit agency and/or other sponsoring entity providing a discount on riders' use of other transportation providers' services. User-side subsidy programs can be a very cost-efficient way to transport customers.

POSSIBLE SCENARIOS

Preliminary Scenario #1: Consolidated DAR and ADA Paratransit with VDP

Implement a traditional DAR service in areas of the Outer County that have the highest demand density (which are close to the ADA paratransit service area). Design the system to provide trips within these areas but also to feed the ETA paseo and Sun Metro fixed routes at existing transfer centers. Use the existing ETA access fleet to provide trips. Same-day rides can be accommodated when capacity allows. A VDP complements service in parts of the Outer County where demand density is low.

Advantages	Disadvantages
The services could be used by riders who cannot use cashless fare payment media and/or do not have reliable mobile and internet access.	DAR tends to be more expensive per trip than fixed-route service.
The reservations, scheduling, and call center systems that support ETA access can be used to support DAR and possibly the VDP.	The fixed-route feeder design of the DAR service makes the need to transfer more likely.
Using ETA access vehicles for DAR allows for more efficient use of the vehicles.	DAR trips by ADA-eligible riders will be prioritized over trips by the general public, due to ADA regulations that prohibit capacity constraints and require service equivalence
The fixed-route feeder design of the DAR service reduces service duplication and increases the availability of vehicles in the Outer County.	The VDP is available only when and where volunteer drivers are willing and available to drive.
The VDP may be able to serve trip demand outside of DAR operating days and hours.	
VDP per-trip costs are less than DAR per-trip costs. Shifting DAR trips to the VDP could reduce overall operating costs.	
VDP vehicles are typically provided and maintained by volunteer drivers.	

Preliminary Scenario #2: Separate DAR and ADA Paratransit with VDP

Implement a traditional DAR service, as described above, but operate the DAR and ADA paratransit services separately, using a new, dedicated fleet to provide DAR trips. As with Scenario #1, a VDP complements service in parts of the Outer County where demand density is low.

Advantages	Disadvantages
The services could be used by riders who cannot use cashless fare payment media and/or do not have reliable mobile and internet access.	DAR tends to be more expensive per trip than fixed-route service.
The reservations, scheduling, and call center systems that support ETA access can be used to support DAR and possibly the VDP.	The fixed-route feeder design of the DAR service makes the need to transfer more likely.
The fixed-route feeder design of the DAR service reduces service duplication and increases the availability of vehicles in the Outer County.	Capital expenditures would be required to acquire (and possibly to maintain) the DAR fleet.
The VDP may be able to serve trip demand outside of DAR operating days and hours.	Compared to Scenario #1, higher DAR fares may be needed to offset the higher capital expenditures.
VDP per-trip costs are less than DAR per-trip costs. Shifting DAR trips to the VDP could reduce overall operating costs.	For the DAR service, using dedicated DAR vehicles is not as efficient as sharing ETA access vehicles.
VDP vehicles are typically provided and maintained by volunteer drivers.	The VDP is available only when and where volunteer drivers are willing and available to drive.
VDP vehicles are typically provided and maintained by volunteer drivers.	

Preliminary Scenario #3: Microtransit with DAR and VDP

Deploy a dedicated fleet for on-demand, same-day service (i.e., microtransit) in subareas of the Outer County where there is higher density and demand, recognizing that it may take some time to build ridership. The advance notification would be 1 hour to ensure service equivalence; over time, data may show this advance notice could be shortened. Provide DAR service using ETA access vehicles in other areas of the Outer County where enough demand exists. A VDP would complement service in the most remote parts of the Outer County, where demand density is low.

Advantages	Disadvantages
Microtransit supports same-day trips and can support curb-to-curb service.	The Outer County does not appear to have the demand density to make microtransit scenario cost-effective in the near term.
Microtransit can be operated in-house, partially contracted out, or fully contracted out, providing ETA with operating flexibility that can be adjusted over time.	Microtransit service would be difficult to use for riders who are not able to pay using cashless media or do not have reliable mobile service or internet access.
Adequate capacity would be available at microtransit service launch.	Microtransit services that use dedicated fleets are likely to cost more than alternatives that use non-dedicated fleets.
Riders would not have to register in advance to use the microtransit service, though they might have to download an app or call.	Microtransit riders might not receive curb-to-curb service, as some microtransit services are designed to use virtual stops that may be a couple of blocks away from the rider's origin and/or destination.
The microtransit service would be highly visible in the community.	For microtransit, significant technology and staffing investments might be required of ETA, depending on the role of contractors.
DAR and VDP advantages are as listed for Preliminary Scenario #1.	DAR and VDP disadvantages are as listed for Preliminary Scenario #1.
VDP vehicles are typically provided and maintained by volunteer drivers.	

Preliminary Scenario #4: User-Side Subsidy Program with VDP

Instead of providing DAR or microtransit service, partner with other transportation providers (e.g., taxi, Uber, Lyft, Project Amistad, Med Blue, Helping Hands Transportation, Viba Transportation, and University Medical Center) to deliver GPDRT service on an on-demand, same-day basis. Offer subsidies to reduce user fares. A VDP could complement service in the most remote parts of the Outer County.

Advantages	Disadvantages
The user-side subsidy program supports same-day trips and curb-to-curb service.	There might not be a sufficient volume of providers operating in some parts of the Outer County to make the user-side subsidy program a reliable service option in those areas. Adequate capacity might not be available at program launch.
ETA bears no costs for labor and vehicles for the user-side subsidy program.	Operating days and hours are those of the transportation providers participating in the user-side subsidy program.
No vehicle purchases or large technology and staffing investments are required of ETA for the user-side subsidy program.	Wheelchair-accessible vehicles must be provided through the user-side subsidy program, and riders who require wheelchairs must receive service equivalent to that received by riders who do not require wheelchairs.
ETA can set a subsidy that makes cost per trip less than in other scenarios, especially if non-profit organizations and social service agencies contribute to the subsidy for eligible riders.	Riders have to register in advance to participate in the user-side subsidy program.
ETA can set a subsidy that makes the fare affordable for riders.	Service provided through the user-side subsidy program is not highly visible in the community.
ETA can set a subsidy and a cap on monthly trips per person to manage user-side subsidy program demand.	User-side subsidy program trips cannot be reported to the NTD, as they are exclusive-ride trips.
The VDP may be able to serve trip demand outside of the user-side subsidy program providers' operating days and hours.	The VDP is available only when and where volunteer drivers are willing and available to drive.
VDP per-trip costs might be less than user-side subsidy program per-trip costs. Shifting user-side subsidy program trips to the VDP could reduce overall operating costs.	
VDP vehicles are typically provided and maintained by volunteer drivers.	

COSTS

Public engagement in the Spring of 2025 indicated that residents were willing to pay a fare of $2-$5 per trip for transit service. Understandably, the cost to provide the service varies depending on the type of service provided and whether or not a subsidy is offered. The information below shows a general estimate of cost to the rider per trip.

Scenario	Operating Cost/Trip	One-Way Fare
#1: Consolidated DAR and ADA Paratransit with VDP	$24.43 (DAR) $1.12-$5.60 (VDP)	$2.50 (DAR) $2.50 (VDP)
#2: Separate DAR and ADA Paratransit with VDP	$24.43 (DAR) $1.12-$5.60 (VDP)	$2.50 (DAR) $2.50 (VDP)
#3: Microtransit with DAR and VDP	N/A (microtransit) $24.43 (DAR) $1.12-$5.60 (VDP)	N/A (microtransit) $2.50 (DAR) $2.50 (VDP)
#4: User-Side Subsidy Program with VDP	$5.00 (user-side subsidy)* $1.12-$5.60 (VDP)	$5.00 (user-side subsidy)* $2.50 (VDP)

*This is an illustrative cost. Actual cost depends on fares charged by participating providers and the subsidy amount.

QUESTIONS AND COMMENTS

Please answer the following questions and add any additional comments you might have. You can leave your responses in the box or scan and email to us at epcountytransitplan@tti.tamu.edu Be sure to visit the website for more information https://transit-mobility.tti.tamu.edu/el-paso-county-drt-study/.

Thinking about the different services, how likely are you to use it?

Service	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
Scenario #1: **Consolidated DAR and ADA Paratransit with VDP**	◯	◯	◯	◯	◯
Scenario #2: **Separate DAR and ADA Paratransit with VDP**	◯	◯	◯	◯	◯
Scenario #3: **Microtransit with DAR and VDP**	◯	◯	◯	◯	◯
Scenario #4: **User-Side Subsidy Program and VDP**	◯	◯	◯	◯	◯

Thinking about the different services, how often do you think you would use it?

Service	Very Often	Often	Sometimes	Rarely	Never
Scenario #1: **Consolidated DAR and ADA Paratransit with VDP**	◯	◯	◯	◯	◯
Scenario #2: **Separate DAR and ADA Paratransit with VDP**	◯	◯	◯	◯	◯
Scenario #3: **Microtransit with DAR and VDP**	◯	◯	◯	◯	◯
Scenario #4: **User-Side Subsidy Program and VDP**	◯	◯	◯	◯	◯

What do you like about these scenarios?

How could this service be better?

Any additional comments?

El Paso County Rural Transit District

GENERAL PUBLIC DEMAND RESPONSE STUDY

Send us an email at
epcountytransitplan@tti.tamu.edu
or visit the website at
https://transit-mobility.tti.tamu.edu/el-paso-county-drt-study/.

Texas A&M Transportation Institute

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