



## **LIFT RIDER'S GUIDE**

Living Independently Facilitated by Transportation  
Transportation for Persons with Disabilities





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## **ABOUT THE AMERICAN'S WITH DISABILITIES ACT**

The Americans with Disabilities Act is a civil rights law that requires public transportation be available to people with disabilities.

### **ADA allows you to...**

- Ride the bus seated in your own mobility aide(s)
- Travel with or without a personal care attendant
- Use a lift if you cannot use the steps of the bus
- Get on and off a bus at any regular stop where a lift can be safely used

To learn more about the ADA and accessible public transportation contact:

**Easter Seals Project ACTION**

1 (800) 659-6428

1 (202) 347-7385 (TTY)

[www.projectaction.org](http://www.projectaction.org)

## WHAT IS THE LIFT?

Sun Metro and the City of El Paso began offering the LIFT (Living Independently Facilitated by Transportation) to the El Paso community in 1990 as mandated by the Americans with Disabilities Act (ADA).

Sun Metro's traditional (or fixed route) buses have lifts and ramps to accommodate wheelchairs, power chairs and walkers. However individuals with disabilities who are not able to use the fixed-route service may be eligible to use the Sun Metro LIFT.

The LIFT is Sun Metro's shared-ride paratransit service for ADA paratransit-eligible clients, providing origin to destination; on-demand transportation using small buses equipped with hydraulic wheelchair lifts and wheelchair securements. As a shared-ride system, please expect the same trip duration as a fixed-route trip allowing other passengers to be picked up or dropped off along the way.

The service provided by the LIFT complements the service area and hours of operation offered by Sun Metro's traditional (or fixed route) public transit service within El Paso city limits.

Information about transportation within El Paso County but outside the city limits may be obtained by calling (915)212-3004. Sun Metro LIFT also coordinates transportation with private operators using regular passenger vehicles, wheel-chair accessible vehicles and limited taxi sedans for eligible clients.

LIFT eligible passengers are encouraged—when able to do so—to use the Sun Metro's fixed-route service which provides buses with lifts and ramps to accommodate wheelchairs, power chairs and walkers.



## ELIGIBILITY

You may be eligible if you have:

- A disability which prevents you from independently getting to/from a bus stop or transfer points. This includes if you are unable to navigate through Sun Metro's Fixed-Route system without the assistance of another person.
- A disability which prevents you from independently boarding, riding and exiting a Sun Metro fixed-route bus. Individuals who live outside El Paso city limits can still apply and utilize the service when traveling within the city limits.
- Individuals are also eligible when travel on an otherwise accessible route is prevented due to the inability to deploy the lift or ramp at an inaccessible bus stop.

### **Note:**

You may also be eligible to use our LIFT service with certain conditions. For example, you may be able to use accessible fixed-route buses during most of the year, but you may require paratransit service on a route that is not fully accessible (e.g. construction projects) or during extreme weather conditions.

### **Temporary Eligibility**

You may qualify for temporary eligibility when you have a short-term illness or injury that prevents you from using a regular Sun Metro fixed-route bus for a limited time, usually from 1 to 12 months. If you have temporary eligibility, your eligibility letter will include the date your Sun Metro LIFT eligibility expires. You will need to reapply if you still need the service after that date. To obtain a copy of your eligibility letter please call (915)212-3004.

Once you qualify to use the service, there are no restrictions on when and how often you can use it, even if you qualify under the temporary or conditional basis.

## **Permanent Eligibility**

If you have a permanent disability and you are found to be eligible to use the LIFT, you will only have to go through the eligibility application process once. After that, every three (3) years we will send you a letter confirming that you are still living at your existing address and that you are continuing to use our service.

## **Change of Eligibility Status**

Please notify the Eligibility Staff at (915)212-3004 if your condition or mobility changes, as it may affect your eligibility status.

## **Appeal Process**

### **The following appeal process applies to eligibility denials as well as proposed suspension of service.**

Eligibility is based on each person's abilities, not on a specific diagnosis or medical condition. If you are declared ineligible or you are faced with a proposed suspension of service, you have the right to appeal the decision. Instructions for filing an appeal will be included in your notification letter. You also will receive information about our travel training program for the fixed-route service. Applicants who refuse to provide information about their ability to travel or are unwilling to participate in an in-person interview may be denied.

**First-Step Appeal Process:** The first request for Sun Metro to consider its rejection of an application to participate in the LIFT program is after the initial application for eligibility has been denied or there's a proposed suspension of service. This appeal is made to a five-member panel composed of Sun Metro staff and LIFT passengers not associated with the original eligibility decision.

## **NOTE:**

For Eligibility Denials, you have 65 days from the decision date of your letter to give Sun Metro LIFT a notice of your first appeal.

For proposed suspension of service notifications, you have 14 days from the decision date of your letter to give SunMetro LIFT a notice of appeal.

**Second-Step Appeal Process:** This appeal is made to a three-member review panel within 14 days of a decision rendered by the first-step panel. The second-step panel shall be composed of a member of the Citizens Advisory Committee, a Sun Metro director/manager and the chairperson or designee of the El Paso's Accessibility Advisory Committee. This panel makes the final decision.

## **Note:**

- The members selected to hear each of the appeals will not have taken part in the original eligibility certification.
- Applicants will be notified of appeal decisions in writing, or in accessible format if requested, and the notification will state the reason(s) for the decision if eligibility is denied.
- Applicants have the right to be heard in person and to present additional information and arguments regarding their disability and ability to use the fixed-route service.
- During the time it takes to appeal, applicants may use the Sun Metro LIFT until the appeal is reviewed and a decision is made. A date and time for you to meet with either appeal committee will be arranged and you may have someone accompany you.

If you have further questions regarding our services or eligibility process, please contact us at:

**Sun Metro LIFT**  
**5081 Fred Wilson**  
**El Paso, Texas 79906**  
**OR via telephone at:**  
**(915)212-3004**

## **VISITORS**

When visiting other cities: If you are traveling outside El Paso (your certification district) to anywhere in the United States, call the transit district in the area you are visiting to make your appointments on their paratransit services. You may be required to show your ADA card or eligibility letter at the time of the ride.

To obtain a copy of your eligibility letter please call (915)212-3004.

When visiting El Paso: Visitors to El Paso will be presumed eligible for up to 21 days of service within a 365-day period and may be required to present ADA eligibility. To receive services beyond 21 days, the Sun Metro LIFT application will need to be completed and approved. Frequent visitors are advised to apply for eligibility within the El Paso area.

# APPLICATION PROCESS

Sun Metro LIFT application forms are available online at [sunmetro.net](http://sunmetro.net) under the LIFT menu, or you can call (915)212-3004 and ask to have an application mailed to you.

Complete the entire application and return to:

**Sun Metro LIFT**  
**ATTN: Eligibility Staff**  
**5081 Fred Wilson**  
**El Paso, TX 79906**  
**OR**  
**Fax: (915)212-0102**

## Need help filling out the forms?

There are multiple agencies throughout El Paso that can help you fill out the application, please call (915)212-3004 to get a list of certified agencies in your area. You should have also received a list of those agencies at the time you asked for an application.

### **Note:**

Although you have the option to have your medical doctor fill out the medical form in the application, these certified agencies are also approved to complete the entire application, including the medical form. Application forms are available in alternate format upon request.

The Eligibility Staff will review the application and Medical Professional Verification form completed by a physician, rehabilitation counselor or authorized agency. Upon receiving a completed application form, Sun Metro LIFT has 21 days to inform the applicants of their eligibility status.

Applicants can begin utilizing Sun Metro LIFT services after a complete application is received while Sun Metro determines eligibility, even if the eligibility has not been determined within 21 days. Final decisions will be in writing and mailed to the applicant.

Applicants will be able to call the Sun Metro LIFT scheduling department at (915)212-0100 to schedule trips while eligibility is determined. An in-person assessment interview may be required with the applicant to ask additional questions and assess the individual's ability to use services provided by Sun Metro LIFT. If an interview is deemed necessary, a Sun Metro LIFT trip (from home to Sun Metro administrative offices and return trip) will be provided to the applicant free of charge.

### **What happens after applying?**

If you are eligible to ride Sun Metro LIFT you will receive a letter explaining the details of your eligibility:

- Expiration date
- Travel with a Personal Care Attendant (PCA)
- ID number
- Option to ride Sun Metro fixed-route free of charge with a LIFT ID
- Information and instructions on the process of obtaining your photo LIFT ID badge
- LIFT Rider's Guide or Handbook

Each application will be reviewed and a decision provided within 21 business days of receipt. Eligible applicants can get a numbered picture identification card free of charge at the following locations:

- Bert Williams Downtown Transfer Center, at 601 Santa Fe
- Sun Metro Operations Center at 10151 Montana
- East Side Transfer Center at 1165 Sunmount
- Sun Metro LIFT at 5801 Fred Wilson.

Please be sure to take your LIFT certification letter and handbook along with a current government-issued ID.

**Note:**

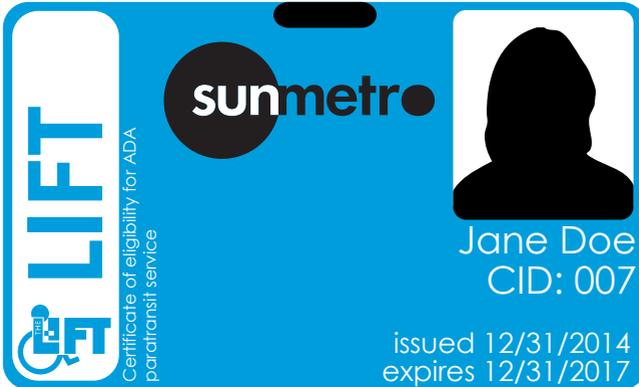
If you have any special transportation needs that you would like us to consider (i.e. passenger is very weak after dialysis, passenger cannot be dropped off without a caregiver present, etc.) please let us know so we can keep the special requirement(s) on file.

## WHEN DO I GET TO USE THE LIFT?

You may start using the LIFT as soon as you are notified that you have been approved and have received a LIFT identification number. You will also receive instructions on how to attend via teleconference a 30-minute orientation for new passengers.

If you plan to periodically ride Sun Metro's fixed-route system, please note that you will need to carry and show a LIFT ID. Eligible LIFT passengers can ride Sun Metro fixed-route buses for FREE.

### ADA Eligible ID badge



### Important:

- When using the LIFT, Personal Care Attendants (PCA's) do not have to pay while accompanying a LIFT passenger.
- However, while riding fixed route, PCA's do have to pay a regular fare while accompanying a LIFT passenger. LIFT passengers with valid ID do not pay while riding fixed route.

There will be a \$5.00 fee for any lost cards that need to be reissued.

# LIFT SERVICES

## Trip Scheduling

To schedule a LIFT ride, call the Sun Metro LIFT reservation line (915)212-0100, and follow the prompts.

### The following options exist:

Select option 2 for Spanish at the beginning of the call

**Option 1:** Schedule, confirm, cancel a trip

Under Option 1:

**Press 1** to schedule, confirm or cancel via a live representative

**Press 2** to schedule, confirm or cancel a via the automated telephone system or IVR

**Option 2:** Where's My Ride Line

**Option 3:** Eligibility Department

**Option 4:** File a compliment or concern about the service

**Option 5:** Hear business hours and location

**Option 6:** Speak to supervisor or manager

**Option 7:** Inquire about employment opportunities at the LIFT

**Important:** In the event that you are unable to physically choose from the menu options, please remain on the line and a live representative will be with you shortly.

## Cancelling a Pick-up

To cancel a LIFT ride, call (915)212-0100 and select option 1 or to leave a message for a cancellation call (915)212-3002.

Passengers **MUST** call at least one (1) hours before the scheduled pick up window. Please note that an individual's eligibility to use the Sun Metro LIFT may be suspended if a passenger frequently cancels without notifying the LIFT at least one hour before the scheduled time.



## **Reservation Hours and Requirements**

Monday – Friday: 6 a.m. to 8 p.m.

Saturday, Sunday and major holidays: 7 a.m. to 7 p.m.

We encourage you to schedule both your pick-up and return time when making a transportation reservation whenever possible. You may schedule more than one trip at a time and reserve a trip up to seven days in advance or, including the day before you would like to take the ride. There are no same-day reservations.

Reservationists will provide you with a 30-minute window as your expected time of pickup. Your bus should arrive some time during those 30 minutes; however, please be ready to be picked up at the beginning of the 30-minute window and as close to the pick-up location as possible where you can see the vehicle when it arrives. The 30-minute window means that at any time during the 30 minutes the LIFT vehicle may arrive and passengers must be ready to leave within five minutes of arrival to ensure we stay on schedule for all passengers.

*CONTINUED ON NEXT PAGE*

1. You may call the day before or up to seven days ahead to schedule a trip.
2. When calling for a trip request, you will be given your 30-minute window. Please advise the reservationist if you require special assistance, for example if you need the driver to knock on your door, or you need to wait indoors until arrival and need a phone call, etc.
3. If you call to change a previously scheduled trip, please note that this will be considered as a new trip request and your new requested time may have to be negotiated.
4. If you have a medical emergency, please note that Sun Metro LIFT is not an ambulance service and advises you to call 9-1-1 for any medical assistance.

**To reduce the amount of time spent on the phone scheduling trips, please have the following information available before calling:**

- a. Passenger's name, LIFT Identification Number and confirm phone number
- b. Date and time of trip
- c. Address of pick-up location
- d. Address of drop-off location
- e. Requested drop-off time and alternate drop-off times.
- f. Type of mobility aid(s) you will be traveling with (e.g. walker, wheelchair)
- g. If your needs have changed please be sure to let us know so that we may update your file
- h. Is a personal care attendant (PCA) accompanying you? If so, does the PCA utilize a mobility device?

**To ensure your trip is scheduled in a manner that best suits the most agreeable time, please let us know if any of the following applies:**

- If you cannot arrive at your destination before a specific time (i.e. your PCA is not at home until a specific time to receive you). If so, you will receive a pick-up window that will get you at your destination no-earlier-than your requested time. Please allow flexibility on your pick-up time.
- If you need to arrive at your destination no later than a certain time (i.e. a doctor's appointment, dialysis or work). If so, you will be given a pick-up window that will allow you to get there in time. Please allow flexibility on your pick-up time.
- If you cannot be picked up before a specific time (i.e. you don't get off work until a particular time). You will receive a pickup window that starts after your requested time.
- If you would like to be picked up at a specific time regardless as to what time you arrive at your destination (i.e. going shopping, to the gym, etc). We will accommodate a time as close to your requested time as possible. Your arrival time may vary depending on length of trip and other passengers onboard.

**Note:**

PCA's must have the same pick-up and drop-off locations as the passenger. Remember, the drop off time is when the vehicle arrives at the door of your destination. You may wish to allow an additional 5 or 10 minutes when scheduling, to allow you time to arrive inside the building

# ONLINE SCHEDULING

## NEW! Online Trip Scheduling

[lift.sunmetro.net](http://lift.sunmetro.net)

Sun Metro is happy to now offer LIFT passengers an opportunity to schedule trips online available in Spanish and English.

Getting started with online trip scheduling is easy for LIFT eligible clients. Simply log onto [lift.sunmetro.net](http://lift.sunmetro.net) and click on “LIFT Online Registration,” enter your LIFT client ID number and information, and submit it for approval. You will receive a password via e-mail and then will be able to start scheduling trips online.

Once registered, passengers can log into [lift.sunmetro.net](http://lift.sunmetro.net) to schedule trips the day before and up to seven days in advance. Follow the website’s menu prompts. Once the trip is scheduled the program will provide a 30-minute window by giving you a start time and an end time, which add up to 30 minutes.

If you wish to schedule a trip online for the following day, the cut off for scheduling a trip the day before is 8 p.m. Monday-Friday and 7 p.m. Saturday, Sunday and holidays. This will allow for the trip to be scheduled properly by Sun Metro.

For example, if you wish to schedule a LIFT trip online for Friday, you must schedule it online before 8 p.m. Thursday. Trips scheduled online can be reviewed online 24/7 by the passenger who scheduled the trip.

Passengers who schedule trips online and wish to cancel a trip **MUST** log on and cancel or call our cancellation line at least one hour **BEFORE** the scheduled time of pick up.

Please note that an individual’s LIFT service may be suspended if a passenger frequently cancels without notifying the LIFT within sufficient time.

Do you use JAWS to navigate the internet? We have placed a link on the website that will take you to a separate page that is streamlined and compatible with JAWS and standard screen readers.

**Benefits for using the online scheduling system:**

1. The online system is available 24/7, 365 days a year to schedule, cancel and review trips online.
2. Online, passengers are able to view future trips, including subscription trips.
3. The online system is quick and easy to use with no waiting time.

**Tasks that are accessible via the online scheduling system:**

- Schedule, review, cancel trips
- Receive notifications from Sun Metro regarding the LIFT service
- Get an estimated arrival time of your bus
- Rate your most recent trip
- File a complaint/commendation
- Review all the policies and procedures regarding Sun Metro LIFT
- Access Fixed Route trip planner system
- Update your personal profile (address, phone, password)

## **SMS Texting and E-Mail**

If you don't have access to a computer or smart phone device, you can also receive text messages regarding the estimated arrival time of your bus by sending a text to 25370 with the content 'SMLIFT Client ID:Password'. For example if the client ID is 20563 and your password is 123, you would send a text to 25370 with the following:

**SMLIFT 20563:123**

And you will receive a text back with the estimated arrival of your next trip. If you don't know your password and would like to use this feature, please call 212-3004.

You may also ask Sun Metro LIFT to set up your profile to receive updates regarding your transportation via email. Please contact customer service at 212-3004 to get this service.

## **INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

### **NEW! IVR Scheduling and Cancelling Rides**

(915)212-0100 Option 1, then option 2 or you may call the IVR directly at (915)212-3001

Sun Metro also offers Interactive Voice Response (IVR) scheduling options for LIFT passengers. IVR is a technology that automates interactions with a telephone caller similar to the recordings used by movie theaters or by pharmacies.

LIFT passengers may call the IVR system to schedule trips the day before and up to seven days in advance. If you wish to schedule a trip using IVR for the following day, the cut off for scheduling a trip the day before is 8 p.m. Monday-Friday and 7 p.m. Saturday, Sunday and holidays. This will allow for the trip to be scheduled properly by Sun Metro.

For example, if you wish to schedule a LIFT trip on IVR for Friday, you must schedule it before 8 p.m. Thursday.

Passengers who schedule trips on IVR and wish to cancel a trip **MUST** call at least one hour **BEFORE** the scheduled time of pick up.

Please note that an individual's LIFT service may be suspended if a passenger frequently cancels without notifying the LIFT, at least 1 hour before the scheduled time.

### **Benefits for using the IVR system:**

1. The IVR will call and confirm your ride(s) the night before.
2. The IVR will allow you to call and cancel rides.
3. The IVR will allow you to schedule rides up to 7 days ahead of schedule.
4. The IVR can also call you 10 minutes before the arrival of your scheduled bus and also the night before to remind you of your next day scheduled trips. To turn on this feature for you, please call (915)212-3004.

**Note:** The same password used for the Online Scheduling system can be used for the IVR system.

### **Calling IVR to cancel or schedule trips:**

Call (915)212-0100 option 1, then option 2  
or call the IVR line directly at (915)212-3001.

## WILL CALLS

Occasionally you may find it difficult to schedule a return trip from an appointment because you don't know what time you will be out.

Please let us know about this special circumstance when scheduling your pick-up trip and we will work with you to schedule a "will call" return trip.

As soon as you know when you will be done with your appointment, please call: (915)212-0100.

We will schedule your return trip and we will do our best to be there as soon as possible. There is no additional cost for this special service.

## DOOR-TO-DOOR

Sun Metro LIFT provides door-to-door service. This means that our drivers will provide assistance from the door of your pick-up location to the first door of your destination (but not to the inside of the building). If you need additional assistance, please let us know when scheduling your trips.

**Note:** Areas or conditions that pose a safety threat to the passenger or driver; inclement weather conditions, construction or other obstacles may prevent the driver from going to the nearest door of the pick-up or drop-off location.

## FARE INFORMATION

- LIFT passengers pay \$2.50 per trip by purchasing LIFT passes in advance or with cash at the time of the trip.
- Passengers are reminded that drivers do not have access to currency and cannot make change.
- To avoid issues with your transportation, please have the correct fare available. If someone else or another agency is responsible for the fare, please ensure that payment is provided to driver prior to boarding.
- Travel arrangements with more than one destination will be treated as separate trips and must be scheduled as separate trips.
- Please note that the LIFT does NOT accept fixed-route tokens as a form of payment. Only cash or LIFT passes are accepted as a form of payment.

**Note:** The driver will collect and verify payment at the time of boarding.

# SUN METRO TICKET OFFICES TIMES AND LOCATIONS

## **EAST SIDE TRANSIT TERMINAL - 1165 SUNMOUNT**

8 a.m. to 5 p.m. Monday through Friday

## **DOWNTOWN TRANSFER CENTER - 601 S. SANTA FE**

6 a.m. to 6 p.m. Monday through Friday

8 a.m. to 4 p.m. Saturday



**Downtown Transfer Center**  
601 Santa Fe St.

Sun Metro LIFT passes may be purchased by mail using check or money order as a method of payment.

You can purchase LIFT passes by sending an order form to Sun Metro's administrative offices.

Request a ticket order form be mailed to you via phone at (915)212-3333 or download the form online at [www.sunmetro.net](http://www.sunmetro.net). Under the Fares menu click on the Forms link and then click on the Order Forms PDF link.

Once completed, mail the form to:

**Sun Metro**  
**10151 Montana Ave.**  
**El Paso, Texas 79925**

# SUN METRO LIFT PASSES ARE ALSO AVAILABLE AT ALL PUBLIC LIBRARIES



## LOCATIONS/ADDRESSES

### **Armijo Branch**

620 E. 7th Ave

### **Clardy Fox Branch**

5515 Robert Alva

### **Doris Van Doren**

551 Redd Road

### **Irving Schwartz Branch**

1865 Dean Martin

### **Esperanza A. Moreno**

12480 Pebble Hills

### **Judge Marquez**

610 N. Yarbrough

### **Main Public Library**

501 N. Oregon

### **Memorial Park**

3200 Copper

### **Richard Burges**

9600 Dyer

### **Westside Branch Library**

125 Belvidere

### **Ysleta Branch**

9321 Alameda

### **Cielo Vista Library**

1300 Hawkins



# **PASSENGER POLICIES**

## **Traveling with a Mobility Device**

A mobility device is defined as a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. A mobility device must safely fit onto the lift/ramp of the bus and be safely secured inside the bus to be transported by Sun Metro. Vehicle operators will assist customers with boarding and deboarding the Sun Metro LIFT vehicle as needed, but not with operating your mobility device.

## **Personal Care Attendant (PCA)**

When you are registering or scheduling trips please indicate whether you will be traveling with or without a PCA. We understand this may change from one trip to another. PCAs are expected to:

- Push your wheelchair
- Carry items
- Assist you at your destination
- Ensure safe travel

PCAs can ride the LIFT free and **MUST** have the same pick-up and drop-off locations as the Sun Metro LIFT passenger.

## **Service Animals**

Service animals are welcome onboard. Service animals must be under the control of the owner or in a pet carrier.

Service animals must sit on the floor or on the passenger's lap.

They may not occupy a passenger seat.

## **Carry-on Bag Policy**

Due to space limitations, customers are only permitted to carry four bags on Sun Metro LIFT vehicles.

## **Guests and Children**

Every eligible passenger is allowed to travel with one companion in addition to an attendant. Additional companions are allowed to travel with the eligible rider if space is available. Guests (other than the PCA accompanying the LIFT passenger) must pay the same fare (\$2.50 per trip) as Sun Metro LIFT passengers.

When requesting a ride, you must tell the Sun Metro LIFT representative if you plan to travel with a guest(s) and if your guests are using any mobility devices.

Children must be supervised by a responsible adult while riding Sun Metro LIFT. Children under 5 ride for free but must be properly secured by the passenger as required by law. Car seats or booster chairs must be provided by the passenger.

## **Disruptive Behavior**

Sun Metro LIFT reserves the right to refuse transportation or service to anyone whose conduct is offensive, intimidating, violent, disorderly, or hazardous; and could result in the disruption of vehicle operations or serious impairment to the health and safety of others.

An unsafe inoperable mobility chair or unsecured oxygen tank will not be transported.

Passengers are not allowed to eat, drink or smoke in Sun Metro LIFT vehicles. Please do not distract the driver while the vehicle is in motion.

**Please be a Courteous Passenger**

## **PATTERN OF NO-SHOWS AND LATE CANCELLATIONS**

An individual's Sun Metro LIFT service may be suspended if they frequently fail to appear for a scheduled trip, i.e. No-Show, or frequently cancel late.

### **ABOUT NO-SHOWS**

If the vehicle arrives outside the 30-minute window, waits five minutes, and the passenger does not appear, it will be considered a No-Show. Before a No-Show is determined, Sun Metro will make every effort to contact the passenger. This may include:

- Lightly honking the horn during reasonable hours (8 a.m. – 10 p.m.)
- The driver knocking on the door
- Dispatch calling the passenger using the telephone numbers on file

**Note:** A No-Show will not be authorized by Dispatch until all attempts have been made to contact the passenger. If the vehicle arrives prior to the 30-minute window, you are not obligated to board until your scheduled time starts.

### **ABOUT LATE CANCELLATIONS**

Trips cancelled by the passenger within 1 hour of the scheduled 30-minute window is a late cancellation. Late cancellations will be considered the same as a No-Show. This includes cancellations at the door.

- We encourage passengers to call in a cancellation as soon as they know they will not require our transportation services.

Sun Metro understands that passengers will experience unplanned events that prevent them from taking a scheduled trip. However, to prevent abuse Sun Metro LIFT has a strict No-Show/Late Cancellations Policy. The reason for such a strict policy is because No-Show trips mean a ride may have been denied to another person.

To avoid No-Shows, passengers are reminded to be ready at the beginning of your 30-minute window provided at the time the trip was scheduled; drivers should wait no more than five minutes after arriving for passengers to board the bus.

### **Important:**

- If the vehicle arrives outside the 30-minute window, and the passenger does not appear or cancels at the door; it will NOT be considered a No-Show.
- If a No-Show is authorized the driver will leave an 'OOPS' door hanger providing information about the No-Show policy and who to contact for more information.
- The passenger may appeal any No-Shows. If the No-Show was outside the passenger's control, the No-Show will not count against the passenger. Call 212-3004 and notify the LIFT of a no-show outside the passenger's control

### **ABOUT PATTERNS/PRACTICE**

A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental or singular incident. The passenger's frequency of trips will be analyzed when reviewing the number of No-Shows or Late Cancellations.

**POLICY:** A violation of the No-Show/Late Cancellation policy is one where the customer has been a No-Show more than twice a month (2 No-shows) and the no-shows have accounted for 10 percent or more of his/her rides within 30 consecutive days.

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**FIRST VIOLATION:** The first time a passenger violates the policy outlined above then the passenger will receive a reminder by mail advising them of the incident and informing them of further consequences should a No-Show /Late Cancellation pattern continue. If after receiving the warning letter, violations continue, the customer could have their service suspended for two weeks.

**SECOND VIOLATION:** If the passenger continues to violate the no-show policy within 30 consecutive days, the passenger will receive a notice by mail that the service will be suspended for a period of three weeks starting on a specific date. The passenger also will be contacted by phone to find out if the circumstances were outside of the passenger's control.

The passenger also will receive written notification about the proposed suspension of service and instructions about the appeal process. The passenger will have 15 days from the date of notification to appeal before the suspension will be imposed. If an appeal is submitted, the passenger may continue to use the LIFT service until a determination is made. If requested, an in-person hearing will be scheduled and anyone can assist the passenger in the appeal process.

**THIRD VIOLATION:** If the passenger continues to violate the no-show policy within 30 consecutive days, the passenger will receive a notice by mail that the service will be suspended for a period of four weeks. The same appeal process applies, outlined in the second-violation section above.

**SUBSEQUENT VIOLATIONS:** The service may be suspended for four weeks.

**Note:** Trips missed for reasons outside of the passenger's control or those missed by Sun Metro, or its subcontractors, will NOT count as a No-Show. You have the right to appeal any of the violations or proposed suspension of services following the same appeal process as mentioned under Eligibility.

For more information, you may contact us at:

**Sun Metro LIFT**  
**ATTN: LIFT General Manager**  
**5081 Fred Wilson**  
**El Paso, TX 79906**  
**(915)212-3006**

## **CANCELLING OR CHANGING SCHEDULED TRIPS**

Sun Metro discourages frequent cancellations of scheduled trips as they may potentially impact other passengers and the LIFT's overall service. If a passenger frequently cancels trips on the same day they are scheduled to travel, Sun Metro will review trips to determine if a pattern exists and if adjustments can be made to reduce cancellations and provide the passenger with a better service.

To cancel/change a trip:

- Call the LIFT Call Center number at (915)212-0100 to cancel or change your trip at least 1 hour before the 30-minute window.
- Call the Interactive Voice Response System at (915)212-0100 Option 1 or (915)212-3001 directly to cancel or change your trip at least 1 hour before the 30-minute window.
- Log in to the online scheduling system using [www.elpasotexas.gov/lift](http://www.elpasotexas.gov/lift) to cancel or change your trip at least 1 hour before the 30-minute window.
- If after hours, you may call the LIFT cancellation line at (915)212-3002 and leave a message notifying us that you are canceling your trip.

## ARRIVALS AND DEPARTURES

All passengers are reminded that Sun Metro LIFT is a public transportation service. This means you will be sharing rides with other customers. This also means trip lengths can be comparable to a fixed-route trip, which includes the time it takes a passenger to travel to a bus stop and wait for a fixed-route bus. You also may have to arrive earlier than desired.

You may request consideration for a no-earlier-than arrival time, or a no-later-than pick-up time when scheduling your trip. We will try to accommodate your trips as best we can; however, schedules will be based on the total number of passengers traveling that day while following ADA regulations.

A few items to keep in mind:

- Sun Metro LIFT has a 30-minute, pick-up window. For example, the scheduler may state that you will be picked up between 9:45 a.m. and 10:15 a.m.
- Once the driver arrives at the pick-up site, the driver can only wait 5 minutes. Because of new technology now in place, drivers receive a schedule in order to stay on time and pick up other passengers accordingly.
- Be sure to be prepared for the Sun Metro LIFT vehicle at the beginning of your 30-minute window. Please keep in mind the 30-minute window does not mean the LIFT vehicle can wait until the end of the 30 minutes.

Sometimes your appointments do not finish on time. If this happens and the bus has arrived, the driver will notify LIFT dispatchers to let them know they are cancelling your trip on their bus. Dispatch will then wait for you to call when you are ready and they will reschedule a pick-up as quickly as possible. This will not count as a No-Show against you.

## **On-time Performance**

While Sun Metro LIFT strives to provide on-time service, many factors may result in a delayed pick up. If your vehicle has not arrived within the first 25 minutes of your 30-minute window, please call Sun Metro LIFT's Where's My Ride at 800-704-7050 or (915)212-0101.

Occasionally, drivers will arrive 5 to 10 minutes before your 30-minute window begins. If they have arrived a little early, they are simply making sure they are on time and are only waiting. Drivers should not attempt to pressure any passenger to leave early by honking or knocking on the door. A passenger is expected to be ready at the beginning of the 30-minute window that was provided when the trip was scheduled.

## **Recommendation – Alert**

Passengers who require oxygen or medication at regular intervals should be advised that their travel time could be up to 90 minutes; although Sun Metro LIFT strives to limit a passenger's onboard time to no more than an hour.

## **Driver Services**

Drivers are authorized to:

- Help passengers get on and off the vehicles; but cannot perform the duties of a PCA
- Assist maneuvering your manual wheelchair to bus
- Lend a steady arm if you need assistance
- Wait up to five minutes once they arrive for a scheduled pick up
- Assist passengers to the first exterior door of their destination

Drivers are not allowed to:

- Maneuver your power mobility device
- Maneuver or push your equipment up and down stairs, steep inclines or driveways
- Enter a residence
- Lift or carry passengers or children
- Travel on private roads that cannot accommodate Sun Metro LIFT vehicles

## **OTHER SERVICES**

### **Travel Training**

Travel training is a FREE program designed for seniors and people with disabilities to learn how to use the Sun Metro fixed-route. Trainers provide assistance necessary for individuals to successfully use Sun Metro LIFT and other collaborating transportation agencies. Training is focused on “How to Ride” based on an individual’s needs.

You will learn how to board the bus with or without a mobility device; how to plan your destinations using the easiest and safest route; which bus to take to your destination and where to transfer; how to read and understand schedules; use a lift as needed, pay fares and purchase passes.

For more information or to schedule travel training, call (915)212-3004. Group trainings and presentations are available.

### **Mobility Device Training for Traveling**

Are you getting a new mobility device or are you experiencing difficulty using your mobility device on Sun Metro fixed-route buses?

Call (915)212-3004 to schedule practice time with a Travel Trainer. You can practice boarding, disembarking and positioning yourself on the bus. Sun Metro can also help install securement straps for the mobility devices.

## **Subscription Rides**

Subscription rides, also known as standing orders, are for trips taken at least three times a week for a minimum period of six months to the same location, e.g. workplace, school, etc. These trips are automatically scheduled without a need to call for each individual pick-up or drop-off.

A few things to keep in mind:

- Trips are scheduled 7 days in advance. Any changes to the subscription schedule may take up to 7 days to fully take effect.
- Subscriptions do not expire unless the client's eligibility also expires
- Since trips are automatically scheduled, it is extremely important to call for any cancellations; failure to cancel your trips when not needed may be grounds for cancelling the subscription.
- There is no additional cost for setting up your schedule on subscription.
- If you're interested, please ask for more information by calling (915)212-0100.

## **Coordinated Transportation Services (CTS)**

Sun Metro has partnered with several outside agencies to help get you to your final destination in an efficient manner. When you schedule your trip with Sun Metro LIFT, your transportation service may be provided by any one of our transportation partners (see list under Coordinated Transportation Services on page 38).

## Fixed-Route Bus Service

The following features of our Sun Metro fixed-route system will allow many individuals with disabilities to use Sun Metro buses.

- All fixed-route buses have two locations for mobility devices.
- Fixed-route buses are equipped with lifts and a kneeling function. The bus lowers to the same height as the curb, to make it easier to board the bus.
- An announcement system identifies major bus stops and transfers along each route. If you would like your stop announced, request this when boarding.
- Four-point securement is required and the option of using a shoulder and a lap belt are available for mobility devices.
- Fixed-route buses provide priority seating for seniors and persons with disabilities in the front of the bus.
- Bus stop improvements include curb cuts at intersections as well as benches and shelters at many locations.
- Travel with a personal care attendant (PCA) or a service animal is permitted. PCA's pay regular fixed route fare.

## The Benefits of Riding the Fixed-route

- You will gain greater independence and flexibility when traveling throughout the community.
- You save money because LIFT-eligible passengers can ride Sun Metro's fixed-route for free by showing your LIFT ID.





## **Lost and Found**

Have you left something on the bus?

If you left something in a LIFT vehicle call (915)212-3004 during business hours, 8 a.m. to 5 p.m. Monday-Friday. Items may be claimed with in 30 days, during business hours at 5081 Fred Wilson. Items not claimed after 30 days will be turned over to Sun Metro's administrative offices at 10151 Montana.

Did you find something left behind on the bus?

If you find any items in a LIFT vehicle, please give them to the driver who will turn the items in to the LIFT Lost and Found.

## QUESTIONS & COMMENTS

We want to hear from you. Please contact Sun Metro Customer Service at (915)212-3333 to leave your comments, complaints, commendations, suggestions or recommendations.

### Issue Resolution Process

When making a complaint, please try to provide as much detail as possible so we can properly address your concern. For example, if you're reporting a situation involving a Sun Metro vehicle please make note of the exact date, time and bus number as this will help obtain the most viable and accurate information. Please call it in as soon as possible and don't wait days/weeks as it may be too late to research your issue.

### Filing a Complaint

For non-urgent items (a complaint regarding past service, suggestion, idea, etc), please contact Sun Metro LIFT via one of the following methods:

- By Calling (915)212-3333
- On-line via [www.sunmetro.net/contact](http://www.sunmetro.net/contact)
- By sending an email to [sunmetroLIFT@elpasotexas.gov](mailto:sunmetroLIFT@elpasotexas.gov)
- By social media at [facebook/sunmetro](https://www.facebook.com/sunmetro)
- By letter to:

**Sun Metro LIFT**  
**10151 Montana**  
**El Paso, TX 79925**

### Expected Response Time: Within 48 business hours

For urgent or critical concerns (i.e. stranded passenger, bus came but failed to pick-up passenger, reporting an accident, etc), contact one of the following managers directly at MV:

- Dispatch/call center manager: (915)212-0101 or (915)212-3007
- Safety operations manager: (915)212-3010
- General manager: (915)212-3006 (office) 561-633-3776 (cell)

Expected Response Time: Immediate – your concern should receive a response within one hour of notification.

## **Concern Escalation Process**

Before escalating a concern, please give the service provider (MV) the opportunity to respond and resolve your concern. If you're not satisfied with their response, you may escalate your issue using the following process in that order:

1. Contact the City's Contract Compliance Manager who oversees the contract with MV at (915)212-3005
2. The Sun Metro Director is available if the contract compliance manager cannot resolve the issue at (915)212-3301
3. We hope that through one of the channels above, your issue will ultimately be resolved, but if you still need additional support, please contact the City Manager's Office by calling (915)212-0023



*CONTINUED ON NEXT PAGE*

# HOURS OF OPERATION

Phone numbers and/or contacts may be provided in Braille or on audio tape upon request.

## **LIFT Service Hours of Operation and Phone Numbers**

Sun Metro LIFT provides paratransit service in the El Paso area comparable to Sun Metro's fixed-route service.

Monday-Friday: 4 a.m. to 12 a.m.

Saturday: 4:30 a.m. to 12 a.m.

Sundays & Holidays: 5 a.m. to 11 p.m.

Website: [www.sunmetro.net](http://www.sunmetro.net)

**Note:** Even though the service hours go until midnight from Monday through Saturday, the last scheduled pickup will be at 11:00pm on those days and 10:00pm on Sundays and Holidays.

## **LIFT Call Center Hours of Operation and Phone Number**

Phone: (915)212-0100

Monday-Friday: 6 a.m. to 8 p.m.

Saturday, Sunday and holidays: 7 a.m. to 7 p.m.

## **Call Center After-Hours Information and Emergency Phone Number**

Monday-Saturday: 4 a.m. to 12 a.m.

Sunday: 5 a.m. to 11 p.m.

# CONTACT NUMBERS

## **“Where’s My Ride?” and Dispatch:**

1(800) 704-7050

## **LIFT Cancellation**

### **Phone Number**

Phone: (915)212-3002

## **Sun Metro**

### **Administrative Office**

10151 Montana

El Paso, Texas 79925

General Customer Service Line: (915)212-3333

## **LIFT Interactive Voice Response**

### **(IVR) Phone Number**

Phone: (915)212-0100 Option 1 or (915)212-3001 directly

## **Sun Metro “Where’s My Ride” Line**

Phone: 1(800)704-7050 or (915)212-0101

## **TTY – Texas Relay**

Phone: 1(800)735-2989

## **Medicaid-eligible Recipients**

The Texas Health and Human Services Commission currently pay for all medical trips for Medicaid recipients requiring transportation to medical appointments or pharmacies. For more information and/or eligibility, call 1(877)633-8747.

## **OTHER ADVOCACY AGENCY CONTACTS**

### **Department of Assistive and Rehabilitative Services (DARS)**

Trips for training and/or medical appointments also may be paid for by DARS for eligible clients. Call your DARS counselor for more information.

Website: <http://www.dars.state.tx.us/>

### **Volar Center for Independent Living**

Volar Center for Independent Living (Volar CIL) is a nonprofit organization that provides training on how to use the public transportation system as well as training or information about independent living skills.

Website: [www.volarcil.org](http://www.volarcil.org) • Phone: (915)591-0800

### **Desert ADAPT**

ADAPT is a national grass-roots community that organizes to assure the civil and human rights of people with disabilities to live in freedom.

Website: [www.adapt.org](http://www.adapt.org) • Phone: (915) 317-9417

### **El Paso Council of the Blind**

El Paso Council of the Blind is a Chapter of the American Council of the Blind of Texas

We are a positive, proactive group of individuals working together to improve the quality of life for blind and visually impaired Texans in the El Paso area. EPCB invites you to visit us at one of our monthly gatherings to meet fellow blind and visually impaired persons with these goals in mind. Come join us to meet new people and make new friends.

Email: [EPCB.TX@gmail.com](mailto:EPCB.TX@gmail.com) • Website: [www.ACBtexas.org](http://www.ACBtexas.org)  
Phone: (915) 373-8377 and (915) 269-2119 Like us on FACEBOOK

## **Visually Impaired Persons of El Paso**

The Visually Impaired Persons of El Paso (VIP) is dedicated to promoting free and open access to all aspects of life in our society for all blind and visually impaired citizens, youth and adults alike, from Southern New Mexico, El Paso and Hudspeth County.

Join us every second Saturday of the month: Call for details.

Contact: Burns Taylor • Telephone: (915) 590-0007

Email for Olivia: [Olivia.chavez@sbcglobal.net](mailto:Olivia.chavez@sbcglobal.net)

## **Borderland Chapter of the National Federation of the Blind**

National Federation of the Blind is not only a group but a vision, that no matter your disability you should have equal access to public/social services, education, transportation, housing, and employment along with being inclusive into today's society.

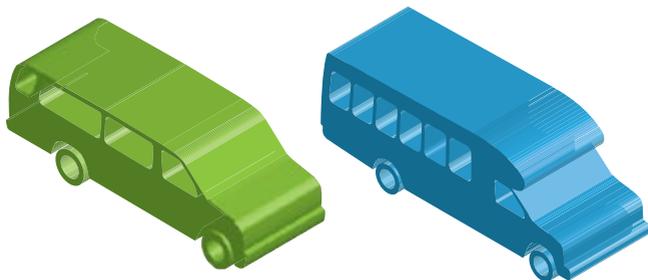
Email: [info@borderland.nfb@gmail.com](mailto:info@borderland.nfb@gmail.com) • Phone: (252) 299-2728

## **Grupo D.I.O.**

Dignidad, Igualdad y Oportunidad.

The mission of D.I.O is to Educate its members about relevant benefits, rights and laws that exist in the public and/or private sectors; to Share information and about happenings and social events of common interest that are taking place at city, state and local levels, and to Support all efforts enabling persons with disabilities to live a life of Dignity, Productivity and Independence.

Phone: (915) 226-8100



## **ABOUT THE COORDINATED TRANSPORTATION SERVICES**

Sun Metro LIFT has partnered with the following local entities in an effort to expand its services and improve overall quality of life for our passengers who want to stay mobile and self-sufficient.

### **VOLAR CENTER FOR INDEPENDENT LIVING**

[www.volarcil.org](http://www.volarcil.org) (915)591-0800

Volar Center for Independent Living (CIL) is a nonprofit community-based organization of and for people with disabilities, advocating human and civil rights, community options and empowering people with disabilities to live the lives they choose. Volar CIL provides four core services: advocacy, independent living skills training, peer counseling and information and referral. Also, based on additional community needs, the organization provides the following: training on how to use the public transportation system, relocation from nursing homes, applying for benefit programs, housing and employment options, disability sensitivity training, ADA compliance consulting, hearing loss and deafness resource services, free telecommunications assistance equipment, free basic computer classes, health and fitness, youth leadership development and building community capacity.

## **AMISTAD**

[www.projectamistad.org](http://www.projectamistad.org) (915)532-3790

Amistad is a local nonprofit organization established to provide services to elderly persons, persons with disabilities, and persons at risk. It provides a variety of services including transportation programs. Currently Project Amistad provides a network of fixed-route, express routes, demand response, and medical transportation for the County of El Paso. Buses operate from 5:30 a.m. to 7 p.m. Monday through Saturday. All vehicles are ADA accessible.

## **CHECKER CAB**

[www.checketaxielpaso.com](http://www.checketaxielpaso.com)

915-532-2626

## **VIBA TRANSPORTATION**

[vibatransport.com](http://vibatransport.com) (915)544-8422

Viba Transportation is a non-emergency medical transportation company providing service for El Paso County. Viba Transportation is a private transit company committed to providing comprehensive, efficient, and affordable transportation for senior adults.

## **AGING, DISABILITY TRANSPORTATION RESOURCE CENTER (ADTRC)**

[www.dads.state.tx.us](http://www.dads.state.tx.us)  
1(877)413-2372 or (915)298-7307

The El Paso and Far West Texas Aging and Disability Transportation Resource Center mission is dedicated to empowering and supporting aging adults and persons with disabilities, their families and caregivers by serving as a single point of entry for information, assistance and access to social services and community resources. Located at 12100 Esther Lama Drive, El Paso, Texas 79936, the center is open from 8 a.m. to 5 p.m. Monday through Friday.



## **TITLE VI NOTICE TO THE PUBLIC**

Title VI of the Civil Rights of 1964 and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.

Any person who believes they have been harmed by an unlawful discriminatory practice regarding Sun Metro's programs has a right to file a formal complaint with Sun Metro. Any such complaint must be in writing and submitted to the Sun Metro Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence.

For more information regarding civil rights complaints, please contact:

**Title VI Coordinator, Sun Metro  
10151 Montana, El Paso, TX 79925  
(915)212-3315**





**summetro** 5081 Fred Wilson  
LIFT El Paso, TX 79906-3108

