

**OTS, Inc.**

**PARATRANSIT  
SERVICES**

**EVA – Estimated Van  
Arrival System**

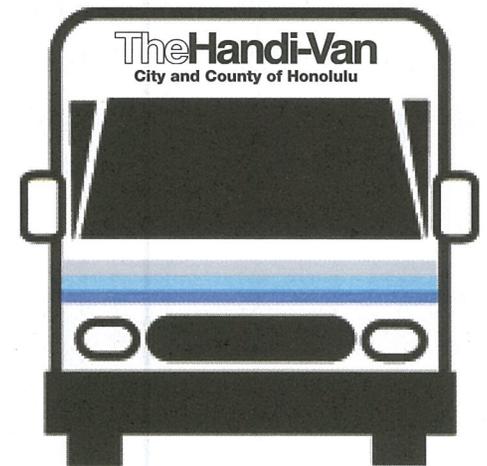
**GUIDELINES**

**Reservations:**  
**Phone: 456-5555**  
**Option 1**

**Cancellations:**  
**Phone: 456-5555**  
**Option 2**

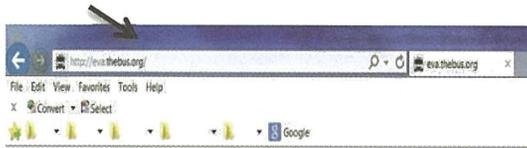
**For questions about EVA:  
Contact our  
Customer Service Department  
at 456-5555 Option 3**

**July 2016**



## EVA – Estimated Van Arrival

Go to your web browser on your computer or smartphone and enter **eva.thebus.org** in the web address box, then hit enter.



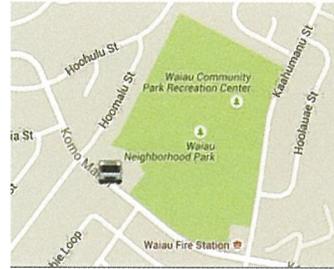
Enter your **Client ID** and **Last Name** and click on **Login**.

Your van's estimated arrival time will be displayed.

Estimated Van Arrival System

last update: 08/04/2015 01:44 PM

Date	Sched Pickup	Est Arrival	Act Arrival	Van	Map
08/04/15	700a	712a		3129	<a href="#">View Map</a>
08/04/15	117p	121p	117p	1478	



Click on the **VIEW MAP** link to see where your van is located.

### Guidelines for using EVA

- For security reasons, you will need to know your client ID number to access EVA. If you do not know your client ID number, you may call TheHandi-Van Customer Service 456-5555, Option 3.

- Estimated times will be available two (2) hours prior to your pick-up. Map information will be available 30 minutes prior to arrival.
- EVA will not display an estimated time if the van's equipment or radio signals are unavailable.
- EVA estimates are updated continuously based on the van's progress in picking up and dropping off customers. EVA cannot predict unexpected and sudden changes such as lane closures, water main breaks, or construction. EVA estimates may change rapidly as the time and the van get closer to the scheduled pickup time and location.