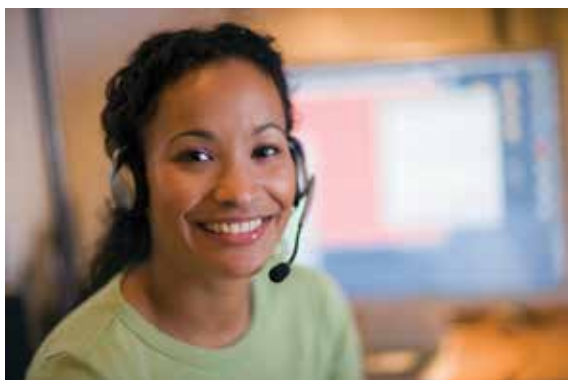


# HOW TO RIDE

1. Call (520) 792-9222 to schedule your ride one to seven days in advance.
2. When scheduling your trip, provide your name, date of travel, departure location, destination, and desired arrival time.
3. Be ready at your scheduled pick-up location at least 15 minutes prior to your pick-up time.
4. When you board, verify your desired drop-off location with the driver.
5. Gather personal belongings before you exit the vehicle.



## Reservations

Reservations are required one to seven days in advance. **Hours: 7 a.m. – 4 p.m. every day.**

Please provide the following information to the reservationist:

- Passenger name written on ADA Eligibility Card
- Travel day and time
- Pick-up and destination addresses including suite or apartment numbers, gate codes, etc.
- Desired arrival time
- Return time to the place of origin, or arrival time at the next destination
- Seat reservation for Personal Care Companion, child or guest.

## Cancellations

Please call by 4 p.m. the day before your scheduled trip to cancel.

## Complementary ADA vs. Optional Service

### Complementary ADA Service includes:

- Trips within the 3/4-mile limit of comparable fixed-route bus service
- Trips provided at times that are available on nearby comparable fixed-route bus

### Optional Service includes:

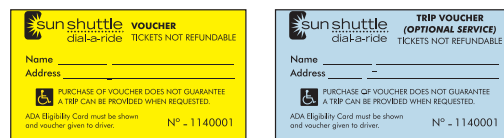
- Trips beyond the 3/4-mile limit and beyond times available on a comparable fixed-route bus
- Same day requests
- Will Call scheduling

## Fares, One-Way

|                                    |                |
|------------------------------------|----------------|
| Complementary ADA, Full fare       | <b>\$3.00</b>  |
| Complementary ADA, Low-Income fare | <b>\$1.50*</b> |
| Optional Service, Full fare        | <b>\$5.00</b>  |
| Optional Service, Low-Income       | <b>\$3.50*</b> |

\* To pay low-income fare, passengers must have a SunGO ID & Card as proof of qualification. To apply, visit the Special Services Office at 35 W. Alameda in Tucson.

## Ways to Pay



Voucher orders can be made by phone at (520) 791-4100 or in person Monday through Friday from 8 a.m. to 4 p.m. at the Special Services Office, 35 W. Alameda in Tucson. For Complementary ADA Service, a book of full fare vouchers is \$30, while a book of low-income fare vouchers is \$15, both valid for 10 one-way trips.

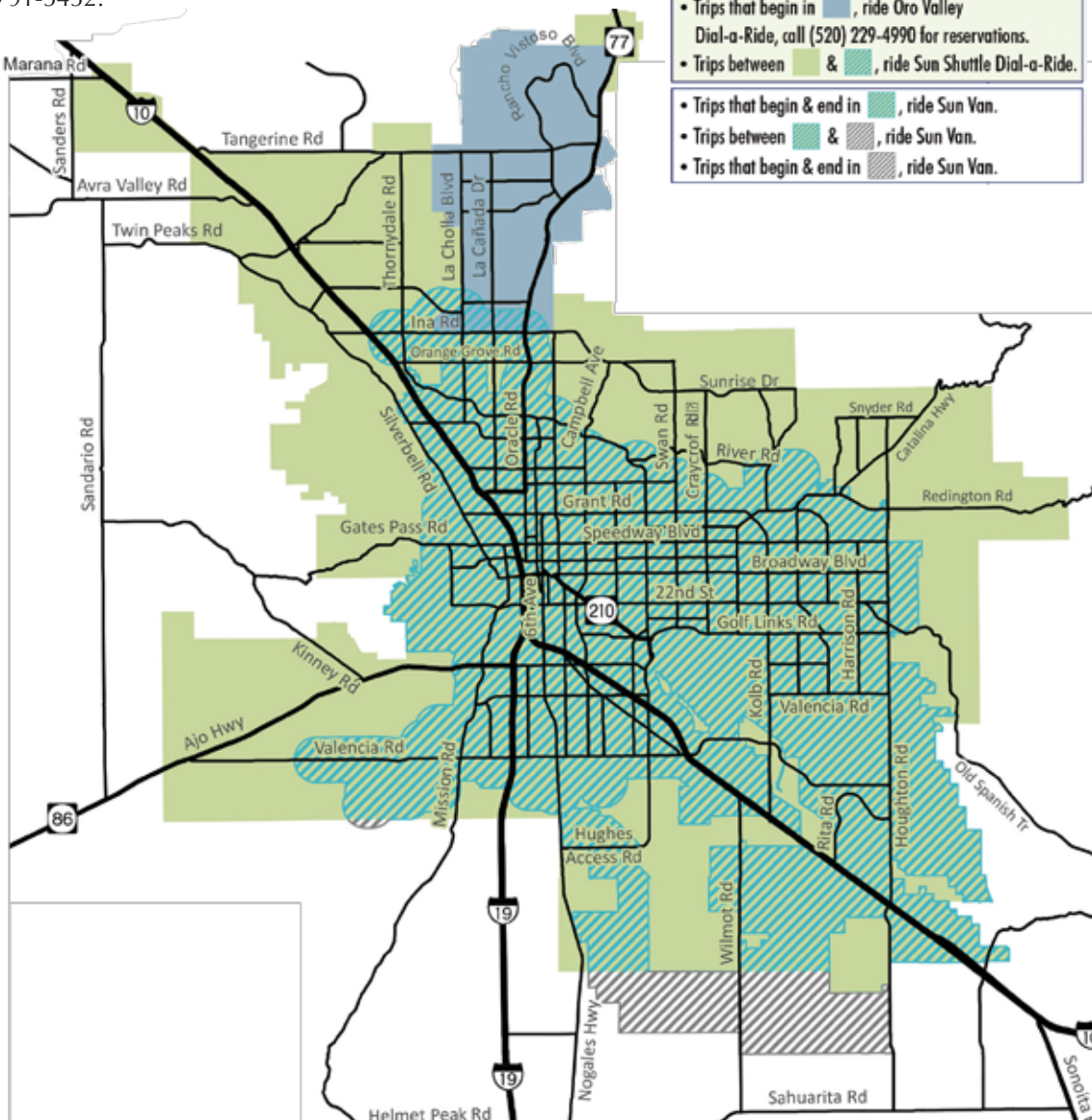
For Optional Service, a book of additional vouchers (\$2 value per ticket) is \$20, valid for 10 one-way trips. One Optional Service voucher (blue) PLUS a Fare voucher (yellow) must be provided to use this service. Vouchers are provided to the driver at the time of the trip.

Ask your reservationist which vouchers you will need for each trip.

## Eligibility

Sun Shuttle Dial-a-Ride service is available to persons with disabilities who have a valid ADA Paratransit Eligibility Card. To be eligible, you must be a resident of Pima County, six years of age or older, living within the service area (indicated on the map), and certified as ADA paratransit eligible by the ADA Paratransit Eligibility Office.

For information on eligibility, please call the City's ADA Paratransit Eligibility Office at (520) 791-5409 (TDD 791-5452).



## SERVICE AREA

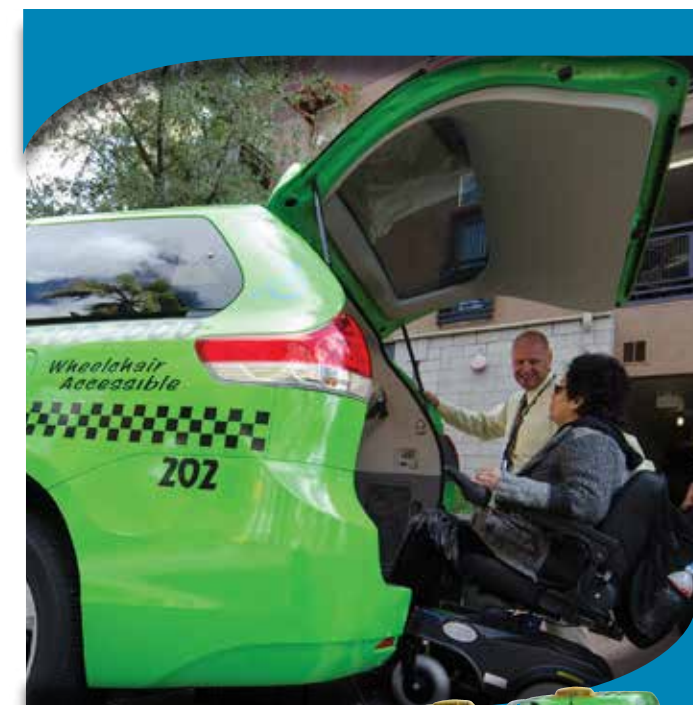
- Trips that begin & end in [light green], ride Sun Shuttle Dial-a-Ride.
- Trips that begin in [blue], ride Oro Valley Dial-a-Ride, call (520) 229-4990 for reservations.
- Trips between [light green] & [blue], ride Sun Shuttle Dial-a-Ride.
- Trips that begin & end in [medium green], ride Sun Van.
- Trips between [medium green] & [dark green], ride Sun Van.
- Trips that begin & end in [dark green], ride Sun Van.



# HOW TO RIDE

## Your Guide to Sun Shuttle Dial-a-Ride Paratransit Services

Effective March 6, 2017 – August 5, 2017



Neighborhood transportation & connection to Sun Tran routes.



**(520) 792-9222 • TDD 628-1565**  
www.suntran.com/sunshuttle



Policies are in place to ensure safe and efficient service to our community. Learn about the policies at [www.RTAmobility.com/sunshuttle](http://www.RTAmobility.com/sunshuttle) or call (520) 792-9222.

## Cancellations and No Shows

If a trip is not canceled at least two hours in advance, a no-show will be recorded. Repeated no-shows will be subject to service review, and the customer will be notified. No-shows for reasons beyond the passenger's control, or due to a scheduling error, will not be counted against the passenger.

## Trips in Progress

Drivers are required to complete the trip to the assigned destination with no deviations from the assignment. Passengers can assist drivers to locate destinations but an entirely new destination cannot be accommodated.



## Will Call Services

Will Call Return Trips are intended to provide flexibility to passengers if they are unsure of an exact pick-up time for their return trip. When reserving trips, passengers should provide a general time they expect to call for a return trip, with no more than one Will Call request for each scheduled one-way trip.

Will Call Standard – On-time within two (2) hours

## Same Day Services

Same-day service is a trip that is performed on the same calendar day as requested. All same-day service is based on availability and is not guaranteed. Same day service is considered on-time within a two (2) hour pick-up window.

## Pick-Up Window

Trips are considered on-time if within a thirty (30) minute pick-up window. This window is 15 minutes before and 15 minutes after the requested pick-up time. Passengers need to be ready within the pick-up window. Within the pick-up window, the driver will wait five (5) minutes before departing to serve other passengers, and a no-show will be recorded.

## Bags Allowed

Each passenger is allowed up to four (4) packages. The driver is not allowed to carry packages into homes. If packages exceed the above limits or any one package weighs more than forty (40) pounds, a ride may be refused.

## Personal Care Companions

A Personal Care Companion is allowed to travel only if "PCA" appears on the ADA Paratransit Eligibility Card issued by the ADA Paratransit Eligibility Office. A PCA rides at no charge, but must have the same origin and destination as the qualified passenger.

## Mobility Devices

All mobility devices can be transported regardless of size or weight as long as the lift and vehicle can physically accommodate them.



## Service Animals

- Drivers are not permitted to handle service animals.
- A service animal must be under the control of its owner at all times. Procedures for traveling with service animals involve loading the animal first and unloading the animal last.
- For the safety and comfort of the driver and other passengers, service animals are required to be clean, well groomed, completely under the control of their handler and absolutely non-aggressive.

**Title VI Policy:** Sun Shuttle operates public transit services without regard to race, color or national origin. For additional information on Sun Shuttle's nondiscrimination obligations or to file a complaint, please call (520) 792-9222 (TDD: 628-1565).

**Requests for Reasonable Modification Policy:** Per the Americans with Disabilities Act, regional transit providers who receive federal financial assistance are committed to responding to requests for reasonable modifications of their policies, practices or procedures. For more information visit [www.suntran.com/reasonable\\_modifications.php](http://www.suntran.com/reasonable_modifications.php)

Sun Shuttle Dial-a-Ride provides service for individuals with disabilities and who live within the eligibility area, which includes part of Pima County, Central Tucson, and portions of Marana and Oro Valley.

## Service Vehicles

The vehicles have "Discount Cab" or "Total Transit" on the side. The appropriate vehicle for your trip will be provided, depending on your mobility and trip needs.

## Rules for Riding

- Shirt and shoes are required.
- No smoking in vehicles.
- Never interfere with the driver's ability to drive safely.
- Gasoline-powered (GP) bicycles, GP scooters and GP skateboards are not allowed in vehicles.
- Vehicle batteries and gas containers are not allowed inside vehicles.
- Except for service animals, keep pets enclosed in small cages or cardboard boxes.
- Keep food and drinks in closed containers. No eating and no alcoholic beverages inside the vehicle.
- Please do not litter or create unsanitary conditions. Take your trash with you

## Boarding & Exiting the Van

The driver is available to assist with boarding and exiting the vehicle upon request. Drivers cannot go inside homes, offices or other buildings. Customers who cannot be left unattended must have a PCA or caregiver meet them at the door. If a customer needs assistance from the door to the vehicle, please let the reservationist know when scheduling the trip.

## Service Hours:

Monday - Friday 6 a.m. – 8 p.m.

Weekends and Holidays\* 9 a.m. – 6 p.m.

\*New Year's Day, Thanksgiving, Christmas

## Suggestions & Feedback

What do you think of our service? Email your ideas to: [sunshuttleinfo@RTAmobility.com](mailto:sunshuttleinfo@RTAmobility.com)

Information in alternate formats available upon request. Para información en Español, favor de llamar al (520) 792-9222.

## Contact Information

Sun Tran / Sun Shuttle Dial-a-Ride  
(English/ Español)  
(520) 792-9222 • TDD (620) 628-1565

ADA Paratransit Eligibility Office, 35 W. Alameda  
(520) 791-5409 • TDD (520) 791-2639

Special Services Office, 35 W. Alameda  
(520) 791-4100

