

## 6. POLICIES

### Rules for Riding:

- Shirt, pants and shoes are required.
- No smoking in vehicles, including electronic cigarettes.
- Never interfere with the driver's ability to drive safely.
- Gasoline-powered (GP) bicycles, GP scooters and GP skateboards are not allowed in vehicles.
- Except for service animals, pets must be kept in enclosed pet carriers that meet the requirements for bags allowed on board.
- Keep food and drinks in closed containers. No eating and no alcoholic beverages are allowed inside the vehicle.
- Do not litter or create unsanitary conditions. Take your trash with you.

### PCAs:

A Personal Care Attendant (PCA) is able to travel with the rider if authorized by the ADA Paratransit Eligibility Office ahead of time. A PCA rides at no charge but must have the same origin and destination as the qualified rider.

### Bags:

Riders are allowed up to four bags or packages. The driver is not allowed to carry items into homes. A trip can be refused if a rider has more than four bags or if any individual bag or package weighs more than 40 pounds.

### Mobility Devices:

Sun Shuttle Dial-a-Ride can transport all mobility devices 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.



### Requests for Reasonable Modification:

Per the Americans with Disabilities Act, regional transit providers who receive federal financial assistance are committed to respond to requests for reasonable modifications of their policies, practices or procedures. For more information visit: [SunTran.com/titlevi-ada](http://SunTran.com/titlevi-ada).

### Title VI:

Sun Shuttle operates public paratransit transportation services without regard to race, color or national origin. If you would like additional information on Sun Shuttle's nondiscrimination obligations or would like to file a complaint, please call or email:  
(520) 792-9222 | TDD (520) 628-1565  
Email: [SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)

### Trips In Progress:

Drivers are required to complete the trip to the assigned destination with no deviations from the assignment. Passengers can assist the driver in locating a destination 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 is considered on-time within two hours.

### Cancellations and No-Shows:

If a rider does not cancel their trip at least two hours in advance, a no-show will be recorded. No-shows for reasons beyond a customer's control or due to a scheduling error will not be counted against a rider.



### CONTACT

Sun Tran/Sun Shuttle Dial-a-Ride:  
(520) 798-1000 | TDD (520) 884-5100  
Website: [SunTran.com/contact-us](http://SunTran.com/contact-us)

ADA Paratransit Eligibility Office:  
(520) 791-5409 | TDD (520) 791-5452

Special Services Office:  
(520) 791-4100 | TDD (520) 791-2639  
Email: [SpecialServices@tucsonaz.gov](mailto:SpecialServices@tucsonaz.gov)

### FEEDBACK

**Are you a big fan of Sun Shuttle?**  
**Let us know how your driver went above and beyond to serve your needs. Give us a call or email us your shout-out:**

**(520) 792-9222**  
**[SunShuttleInfo@RTAmobility.com](mailto:SunShuttleInfo@RTAmobility.com)**

**MORE INFO:**  
**[SunTran.com/sunshuttle](http://SunTran.com/sunshuttle)**



## HOW TO RIDE

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



Neighborhood  
transportation &  
connection to  
Sun Tran routes.



**RTA**  
Regional Transportation Authority



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

ABOUT SUN SHUTTLE DIAL-A-RIDE

Sun Shuttle Dial-a-Ride is the Americans with Disabilities Act (ADA) paratransit service that provides transportation service to individuals with a disability in parts of Pima County, Central Tucson and portions of Marana, Sahuarita and Oro Valley. The service vehicles are marked with the "Total Ride" logo. The appropriate vehicle for your trip will be provided, depending on your mobility and trip needs.



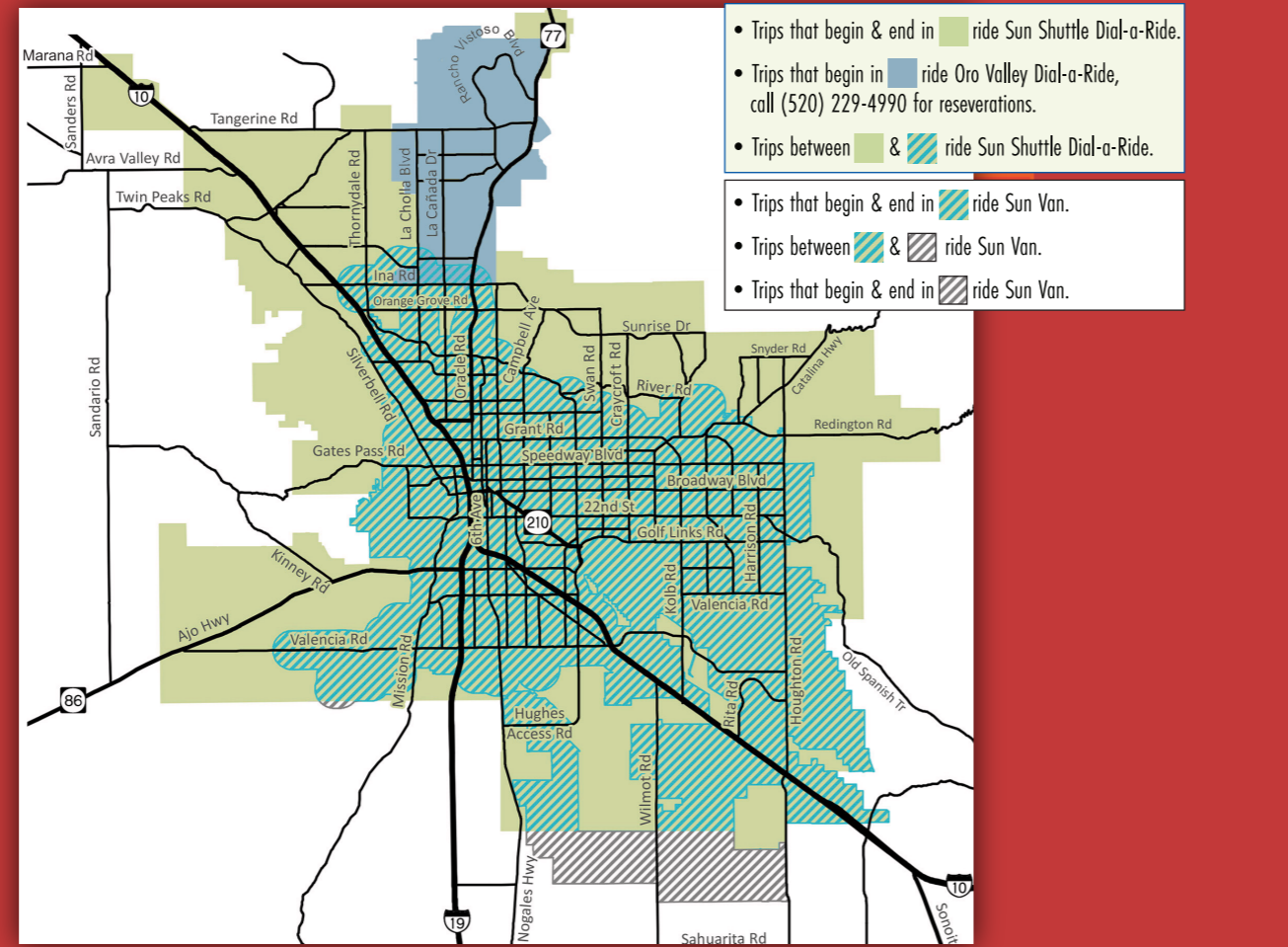
1. ELIGIBILITY

Sun Shuttle Dial-a-Ride services are available to persons with disabilities who meet the criteria and are eligible through the ADA Paratransit Eligibility Office.

Call to inquire about eligibility or request an ADA Paratransit Eligibility application online.

**(520) 791-5409 • TDD (520) 791-5452**  
tucsonaz.gov/transit/ada-paratransit-eligibility-office

2. PLAN YOUR TRIP



**Types of service:**

**ADA Service**  
This is the paratransit service required by the Americans with Disabilities Act. Service is provided within 3/4-mile of a comparable fixed-route bus service.

**Optional Service**  
This premium service exceeds what is required by the Americans with Disabilities Act. Trips beyond the 3/4-mile limit, outside the hours of operation for fixed-route services, same-day requests and will call scheduling will be booked as an optional service ride.

**Service Hours:**  
**Monday through Friday**  
**6 a.m. to 8 p.m.**  
**Weekends and holidays\***  
**9 a.m. to 6 p.m.**

\*Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day

3. FARES

*\*Fares are temporarily waived. For current fare information, visit [Suntran.com](http://Suntran.com)*

**One Way Fares:**

**ADA Fare.....\$3.20**  
**ADA Low-Income Fare.....\$1.60**  
**ADA Same Day Service Fare.. \$6.00**  
**ADA Same Day Service Low-Income Fare.....\$4.00**  
**Optional Service Fare.....\$6.00**  
**Optional Service Low-Income.. \$4.00**  
**Will Call Fare.....\$6.00**  
**Will Call Low-Income..... \$4.00**

Fares are paid with vouchers. When booking a ride, ask your reservationist which vouchers you will need for each trip. To order voucher books, call or visit the Special Services Office.

**Special Services Office**  
Fare information and low-income registration

**Weekdays: 8 a.m. to 4 p.m.**  
**(520) 791-4100 | TDD (520) 791-2639**  
**Email: [SpecialServices@tucsonaz.gov](mailto:SpecialServices@tucsonaz.gov)**  
**35 W Alameda Tucson, AZ 85701**  
(SW Corner Stone/Alameda)

4. RESERVATIONS

Book your ride one to seven days in advance. Same-day service is available depending on space and will incur an Optional Service fare rate.

**Call to make a reservation**  
**Daily: 7 a.m. to 4 p.m.**  
**(520) 792-9222 | TDD (520) 628-1565**



**When you call, please be prepared to provide:**

- Name as it appears on your ADA eligibility letter
- Travel day
- Pick-up and destination addresses
- Desired arrival time
- Return time to place of origin or arrival time at the next destination
- Seat reservation for Personal Care Attendant (PCA), child or companion
- Specify if assistance beyond the curb to the door is requested

5. HOW TO RIDE

**Be Ready**  
Rides will be booked with a 30-minute pick-up window. Riders are expected to be ready at the start of the time slot. The driver is considered on time if Sun Shuttle Dial-a-Ride arrives during the 30-minute window. Upon arrival, the driver will wait five minutes for the scheduled rider. If the rider does not make contact during the five-minute timeframe, the driver will be instructed to leave in order to serve others. This will also result in a no-show recorded to the rider's account.

**Service Vehicles**  
The vehicles have "Total Ride" on the side. The appropriate vehicle for your trip will be provided, depending on your mobility and trip needs.

**Boarding and Exiting**  
Riders should meet the vehicle at the curb. The driver can assist with boarding and exiting the vehicle upon request. Drivers cannot go inside homes or other buildings. Riders who cannot be left unattended must have a caregiver meet them at the vehicle. If the rider needs assistance beyond the curb, please let the reservationist know when scheduling the trip.