

POLICIES

Rules for Riding:

- Shirt, pants and shoes are required.
- No smoking in vehicles, including electronic cigarettes.
- Do not interfere with the driver's ability to drive safely.
- No gasoline-powered (GP) bicycles, standard bicycles, GP scooters and GP skateboards in vehicles.
- Must keep pets in enclosed carrier that meets the requirements for bags allowed on board (except service animals).
- No eating in vehicles. Keep food and drinks in closed containers.
- No alcoholic beverages in vehicles.
- 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 must have the same origin and destination as the rider.



Companions:

A companion, such as a friend or family member, is allowed to ride but a reservation is required. More than one companion can ride if space is available. Companions must have the same origin and destination as the rider.

Bags:

Riders are allowed up to four bags or packages. Driver cannot carry items into homes. Trips can be refused if a rider has more than four bags, or any individual bag or package that 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:

Service animals must be under control, non-aggressive, and under the control of their handler. Drivers cannot handle service animals. Procedures for traveling with service animals involve loading the animal first and unloading the animal last.



Cancellations and No-Shows:

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

Trips in Progress:

Drivers are required to complete trips to the assigned destination without deviations. Passengers can help the driver locate a destination but a 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.

Requests for Reasonable Modification:

Regional transit providers who receive federal financial assistance must respond to reasonable modification request per ADA. For more information visit: 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



HOW TO RIDE

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



Neighborhood transportation and connection to Sun Tran routes.



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

CONTACT

Sun Tran/Sun Shuttle Dial-a-Ride:
(520) 792-9222 | TDD (520) 628-1565
Website: Suntran.com/contact-us
ada_temp@tucsonaz.gov

ADA Paratransit Eligibility Office:
(520) 791-5409

149 N. Stone Ave., 2nd Floor
Monday through Friday • 8 a.m. to 4 p.m.

WE WANT TO HEAR ABOUT YOUR EXPERIENCE

Are you a Sun Shuttle raving fan?

Let us know how your driver went above and beyond to serve your needs. Give us a call or email your shout-out:

(520) 792-9222
SunShuttleInfo@RTAmobility.com

MORE INFO:
Suntran.com/sunshuttle

ABOUT SUN SHUTTLE DIAL-A-RIDE

Sun Shuttle Dial-a-Ride is the American 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.

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
ada_temp@tucsonaz.gov

Tucsonaz.gov/Departments/Transit-Mobility /Transit-Services-Division/ ADA-Paratransit-Eligibility-Office

TYPES OF SERVICE

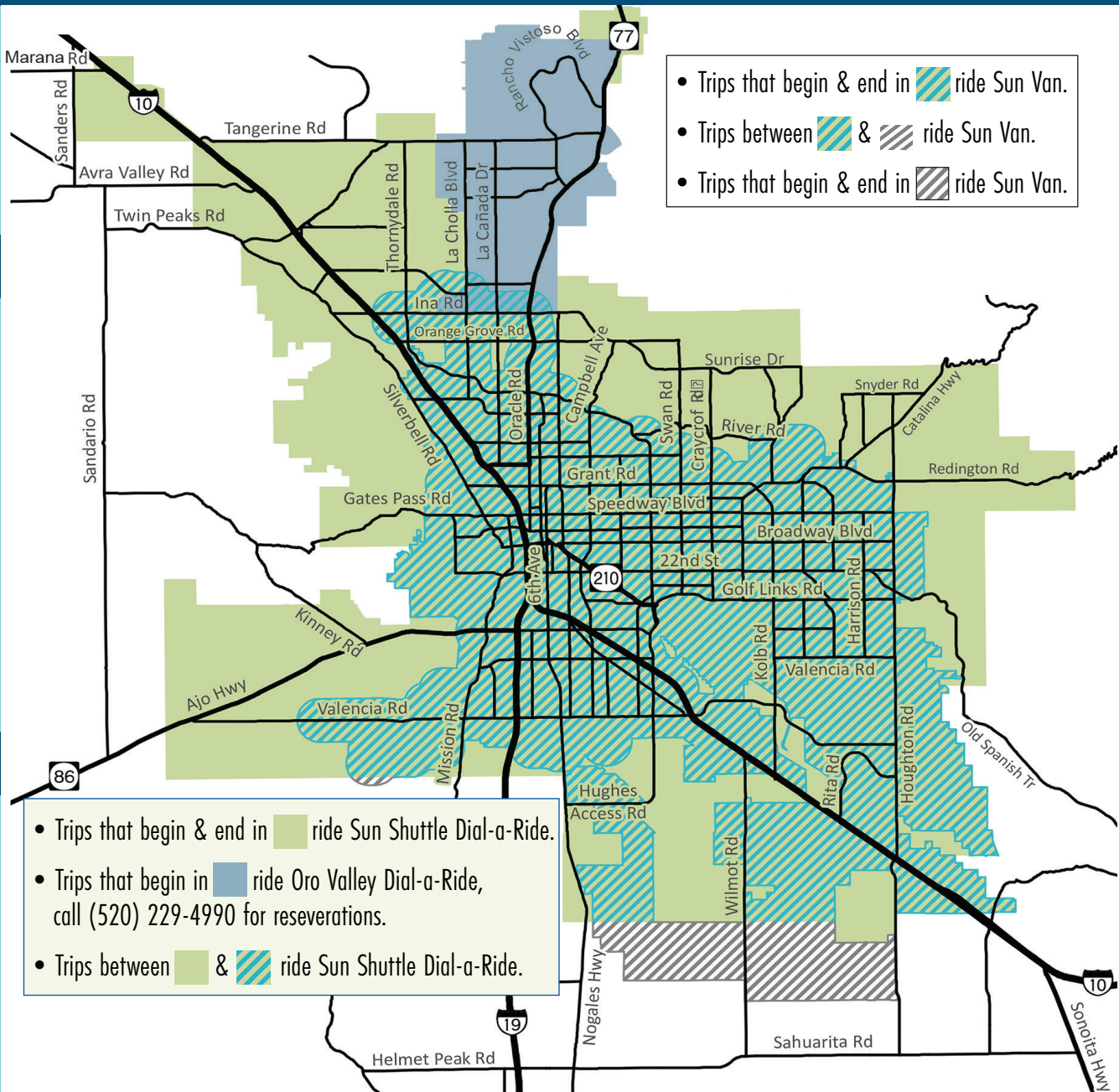
American with Disabilities Act (ADA) Service

This is the paratransit service required by the ADA, within ¾-mile of a comparable fixed-route bus service.

Optional Service

Premium service that exceeds ADA requirements. Trips beyond the ¾-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.

PLAN YOUR TRIP



SERVICE HOURS:

Monday through Friday • 5 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

FARES

Fares are currently FREE. Visit Suntran.com for fare updates.

RESERVATIONS

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

Call to make a reservation
Weekdays: 7 a.m. to 4 p.m.
Weekends: 9 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.

Service Vehicles

Vehicles will be marked with Sun Shuttle "Dial-a-Ride" on the side. The appropriate vehicle will be provided, depending on your mobility and trip needs.

HOW TO RIDE

Be Ready

Rides will be booked within a 30-minute pick-up window. Riders should be ready at the start of the time slot. The driver is on time if Sun Shuttle Dial-a-Ride arrives within the 30-minute window. Upon arrival, the driver will wait five minutes. If rider does not make contact during the five-minute timeframe, the driver will be instructed to leave in order to serve others, resulting in a no-show recorded to the rider's account.

Boarding and Exiting

Riders should meet the vehicle at the curb. Drivers can assist with boarding and exiting the vehicle upon request, but cannot enter homes or buildings. Riders who need assistance beyond the curb, please let the reservationist know when scheduling the trip. Riders who cannot be left unattended must have a caregiver meet them at the vehicle.



DOWNLOAD THE SUN SHUTTLE DIAL-A-RIDE APP!

Book, track, and manage your ride right from your phone. Download today on the App Store or Google Play.