

Boarding & Exiting the Vehicle

Passengers should meet the vehicle at the curb. The driver will assist with boarding and exiting the vehicle. Drivers cannot go inside homes, offices or other buildings. If the destination is a social service agency, a staff member is expected to meet the vehicle at the curb.

Assistance beyond the curb to the door is provided to passengers who make this request at the time the ride is scheduled.



Cancellations & No-Shows

If a customer does not cancel his or her 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 Sun Van error will not be counted against a customer.

Will Call Services

When scheduling a trip, the passenger can inform the reservationist that a Will Call is needed for the return trip because the exact time of the return trip is unknown. Will Call trips will be provided within two hours of the time the call is placed to Sun Van. Passengers will be charged the Optional Service rate for all Will Call reservations. Passengers may request only one Will Call for each scheduled trip. Sun Van will not honor Will Call requests made after 6 p.m.

Bags Allowed

Sun Van allows up to four bags per passenger during all hours service is provided.

NOTE: The driver is not allowed to carry packages into homes. If packages exceed the above limits or any one package weighs more than 40 pounds, a ride may be refused.

PCAs

A Personal Care Attendant (PCA) is able to travel only if "PCA" appears on the front of the SunGO ID & Card issued by the ADA Paratransit Eligibility Office and Special Services Office. A PCA rides at no charge, but must have the same origin and destination as the qualified passenger.

Companions

A companion, such as a friend or family member with the same ride origin and destination, is allowed to ride, but a reservation is required. More than one companion can ride if space is available. A companion pays the same fare as regular Sun Van passengers. Children five and under ride free.

Mobility Devices

Sun Van can transport all mobility devices regardless of size or weight as long as the lift and vehicle can physically accommodate them.



Securement:

The driver will fasten the mobility device in the securement bay. However, drivers cannot operate a mobility device on/off the lift or into position for securement.

Service Animals

Service animals are welcome on Sun Van with their handlers. A service animal is a guide or service animal as defined by law, including a service animal in training, that has been specially trained to assist persons with disabilities.



Please keep service animals under control so it does not become injured or pose a threat to other passengers. Pets other than service animals must be in carriers and the passenger, PCA or companion is responsible for carrying its carrier.

Requests for Reasonable Modification Policy:

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/reasonable_modifications.php

Title VI Policy:

Sun Van operates public paratransit transportation services without regard to race, color or national origin. If you would like additional information on Sun Van's nondiscrimination obligations or would like to file a complaint, please call (520) 798-1000 (TDD: 884-5100).



How to Ride

Your Guide to Sun Van Paratransit Services



ABOUT SUN VAN

Sun Van is the Americans with Disabilities Act (ADA) complementary paratransit service that provides transportation to individuals whose disability prevents them from using fixed route transit services.

Eligibility

Sun Van service is available to persons with disabilities and certified paratransit eligible by the ADA Paratransit Eligibility Office. For more information on eligibility, please contact the City of Tucson's ADA Paratransit Eligibility Office at (520) 791-5409 (TDD 791-5452).

ADA vs. Optional Trips

Sun Van provides two types of paratransit services – ADA and Optional paratransit service. ADA service is the paratransit service required by the Americans with Disabilities Act. Optional service is service that goes above and beyond what is required by the Americans with Disabilities Act.

ADA Service Includes Trips Scheduled:

- Within ¾-mile of the following routes:
 - Sun Tran regular routes (*excludes express/commuter routes*)
 - Sun Link Streetcar
 - Sun Shuttle Route 450 in Southeast Tucson
- That are provided during hours the above routes are in operation.

Optional Service Includes:

- Trips beyond the ¾-mile limit or beyond the hours of operation for nearby fixed route service for Sun Tran, Sun Link and Sun Shuttle Route 450
- Same day requests
- Will Call scheduling

Service Area

The Sun Van service area includes areas within ¾-mile of all Sun Tran regular fixed routes, the Sun Link Streetcar, and Sun Shuttle Route 450 in Southeast Tucson. Sun Van reservationists will determine if requested destinations are outside the service area.

Trip Length

The length of time an ADA service trip takes on Sun Van shall not be more than 10 percent longer than a comparable trip on Sun Tran, Sun Link and/or Sun Shuttle Route 450.

Service Hours

Sun Van - ADA Paratransit Service operates on a daily schedule that is comparable to the fixed-route bus/rail service. For bus/rail schedules, go to suntran.com/routes.php.



Fares & Electronic Fare Payment

Fares – One Way

ADA, Full Fare.....	\$3.20
ADA, Low-income.....	\$1.60
Optional Service, Full Fare.....	\$6.00
Optional Service, Low-income.....	\$4.00

Fares are collected electronically at the time of scheduling. Customers must have a sufficient balance available in their Sun Van account prior to scheduling a trip. Drivers cannot accept cash.

For more information or to set up an electronic fare account, please contact the Special Services Office at (520) 791-4100 (TDD 791-2639). Special Services Office weekday hours: 8 a.m. - 4 p.m.

Low-income

Sun Van riders who meet low-income requirements are eligible to pay a reduced fare. Adults 18 or older must apply at the Special Services Office, and children must be registered by an adult in the household.

Be Ready to Ride

When scheduling a ride, the reservationist will provide a 30 minute pick-up window. Customers need to be ready to ride at the start of the 30 minute pick-up window. The vehicle is considered on time if it arrives during the 30 minute window.

Upon arrival, the Sun Van driver will wait two minutes for the passenger. The driver will leave to serve other passengers if he/she cannot contact the passenger in that two minute window. If a driver leaves after waiting the two minutes, a no-show will be recorded for the passenger who failed to show.

HOW TO RIDE



Making a Reservation

Reservations are accepted by phone one to seven days in advance. Sun Van will accommodate requests for same-day service on a space-available basis. Riders will be charged optional service rates for same day reservations.

(520) 798-1000 • TDD (520) 884-5100

Reservation Department Hours:

7 a.m. to 4 p.m. daily.

Please provide the following information:

- Passenger name as it appears on the ADA Paratransit Eligibility letter or SunGO ID & Card
- Travel day and time
- Pick-up and destination addresses (Be specific, 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 a Personal Care Attendant (PCA), child or companion



Suggestions & Feedback

To commend a driver or other Sun Van staff for making an extra effort, or to make suggestions on how to improve Sun Van service, please call (520) 798-1000.

Para información en Español, favor de llamar al (520) 798-1000.

Contact Information

Sun Van Customer Service (English/Español)
(520) 798-1000 • TDD (520) 884-5100

ADA Paratransit Eligibility Office,
149 N. Stone, 2nd Floor (English/Español)
(520) 791-5409 • TDD (520) 791-2639

Special Services Office, 35 W. Alameda
(520) 791-4100 • TDD (520) 791-2639

Sun Tran Customer Service (English/Español)
(520) 792-9222 • TDD (520) 628-1565