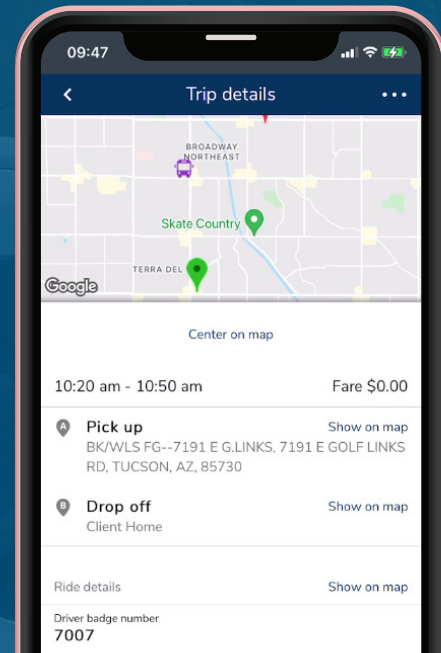


TRACK YOUR TRIP

Download the Sun Van app to track your ride in real time.

- View reserved trips
- Receive real-time routing details
- Track estimated arrival times
- View account balance and trip history
- Receive service announcements



FEEDBACK:

Are you a Sun Van raving fan? 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
suntraninfo@tucsonaz.gov

CONTACT:

Sun Van:
(520) 798-1000 | TDD (520) 884-5100

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

MORE INFO:



SunTran.com



@SunTran_Tucson



@SunTran_Tucson



@SunTranTucson

6. POLICIES

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 qualified rider.

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.

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. The driver will fasten the mobility device in the securement bay. Drivers cannot operate a mobility device on or 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 your service animal under control so it does not become injured or pose a threat to other riders. Pets other than service animals must be in carriers. The rider, PCA or companion is responsible for transporting the carrier.

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 Sun Van error will not be counted against a rider.



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/ADA_Policy.php

Title VI:

Sun Van performs public paratransit transportation services without regard to race, color, or national origin. If you would like non-discriminatory obligations from Sun Van, or would like to file a complaint, please call: (520) 798-1000
TDD (520) 884-5100



Bags:

Sun Van allows up to four bags or packages per rider. 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.



HOW TO RIDE

Your Guide to Sun Van Paratransit Services



(520) 798-1000

TDD (520) 884-5100 • suntran.com

ABOUT SUN VAN

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



1. ELIGIBILITY

Sun Van services are available to persons with disabilities who meet the criteria and are eligible through the ADA Paratransit Eligibility Office.

Call for Eligibility:
(520) 791-5409
TDD (520) 791-5452

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 Sun Tran regular routes, Sun Link Streetcar routes and Sun Shuttle Route 450 in Southeast Tucson.

Optional Service

Sun Van's premium service goes above and beyond 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:

Sun Van offers rides during times that reflect the nearest fixed-route schedule. Generally, these could fall between 4:30 a.m. and midnight, with some exceptions.

*Sun Van rides take no more than 10% longer than a similar trip on Sun Tran, Sun Link or Sun Shuttle Route 450.

3. FARES

Visit suntran.com for current fare information.



4. RESERVATIONS

Book your ride one to seven days in advance. Same-day service may be available.



Call to make a reservation
7 a.m. to 4 p.m.

(520) 798-1000 • TDD (520) 884-5100

INFO TO PROVIDE FOR RESEVERATIONS:

- 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

Boarding and Exiting

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



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 Van arrives during the 30-minute window. Upon arrival, the driver will wait two minutes for the scheduled rider. If the rider does not make contact during the two-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.