

POLICIES



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

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 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.

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 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 completely under the control of their handler and non-aggressive. Drivers cannot handle service animals.



Cancelations 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.

FEEDBACK

Are you a fan of Sun Shuttle?

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

(520) 792-9222

SunShuttleInfo@RTAmobility.com

MORE INFO:

SunTran.com/sunshuttle

CONTACT

Sun Tran/Sun Shuttle Dial-a-Ride:
(520) 792-9222 | TDD (520) 628-1565
Website: SunTran.com/contact-us

ADA Paratransit Eligibility Office:
(520) 791-5409 | TDD (520) 791-5452
149 N. Stone Ave., 2nd Floor
Monday through Friday • 8 a.m. to 4 p.m.

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
TDD (520) 791-5452

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

TYPES OF SERVICE

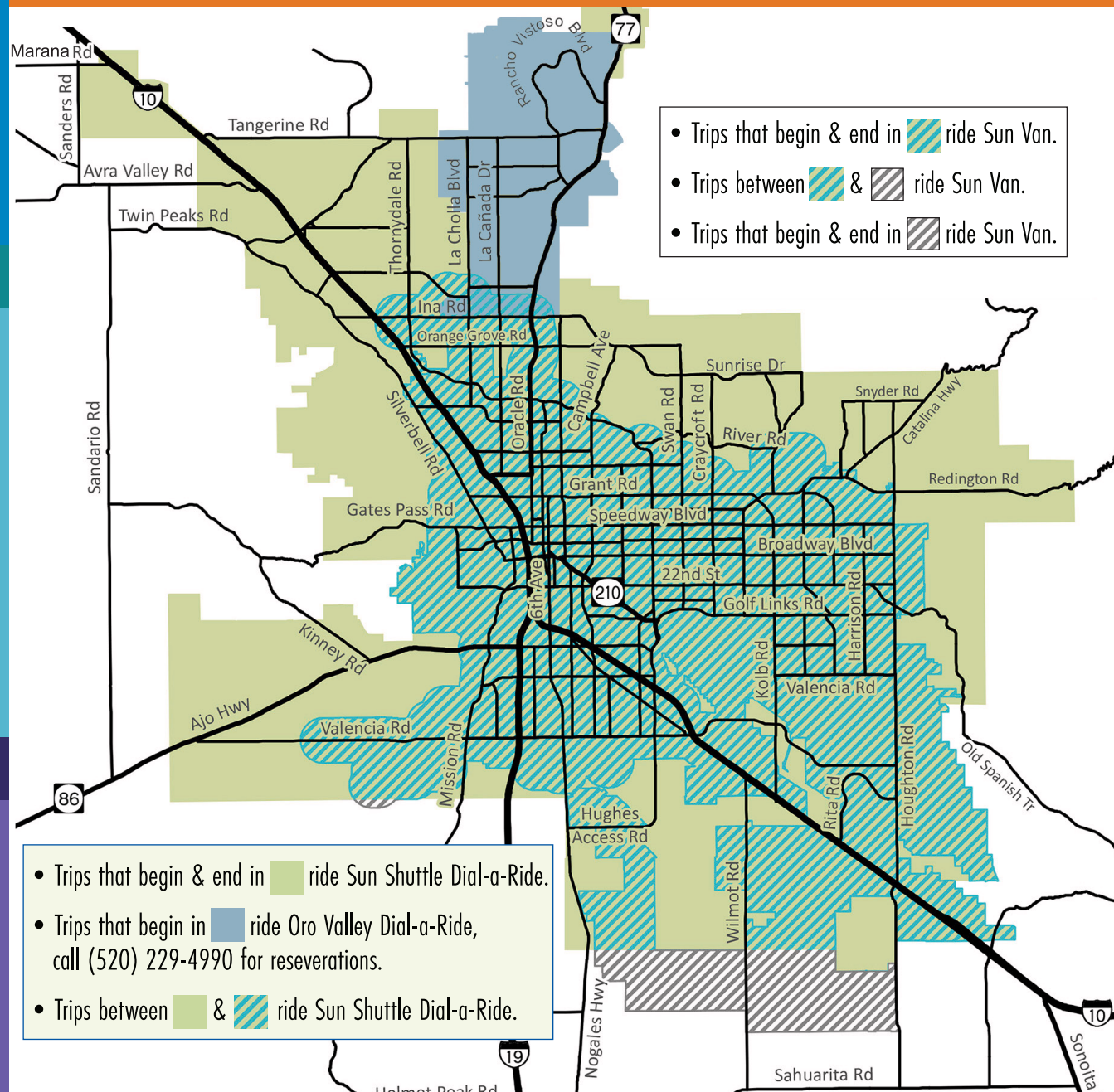
American with Disabilities Act (ADA) Service

This is the paratransit service required by the ADA, within 3/4-mile of a comparable fixed-route bus service.

Optional Service

Premium service that exceeds ADA requirements. 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.

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.

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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.

Service Vehicles

Vehicles are marked with the "Total Ride", "National Express", or "WeDriveU" on the side. The appropriate vehicle will be provided, depending on your mobility and trip needs.



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

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.