



Sun Shuttle ADA Dial-a-Ride Policies

Frequently Asked Questions (FAQs)

What is Sun Shuttle Dial-a-Ride (DAR)?

Sun Shuttle DAR is a transit service, funded by the Regional Transportation Authority of Pima County (RTA), and operated by Total Transit/Discount Cab, that provides trips for those who are eligible under the Americans with Disabilities Act (ADA) whose disability prevents them from riding the fixed route bus system (Sun Tran).

What is Sun Shuttle Dial-a-Ride (DAR) Oro Valley?

Sun Shuttle DAR Oro Valley is a transit service, for Oro Valley residents that provides trips for those who are eligible under the Americans with Disabilities Act (ADA) whose disability prevents them from riding the fixed route bus system (Sun Tran).

How does a person qualify for ADA paratransit eligibility?

In order to qualify for ADA paratransit eligibility an individual must have a disability that prevents them from riding the fixed route bus system (Sun Tran). If an a person feels that they may qualify, they may contact City of Tucson's ADA Paratransit Eligibility Office at (520) 791-5883 or in person at 35 W. Alameda St., Tucson, AZ 85701

Once approved for ADA paratransit services who does the customer call to schedule a ride?

- A customer's ADA paratransit eligibility determination letter will tell them which provider they are eligible for.
- If their determination letter says, "Sun Shuttle Dial-a-Ride" call (520) 792-9222 and ask to schedule a ride with Sun Shuttle Dial-a-Ride. If their determination letter says, "Sun Shuttle Dial-a-Ride Oro Valley" call (520) 229-4990

Where does Sun Shuttle ADA Dial-a-Ride operate?

*Sun Shuttle ADA Dial-a-Ride provided by contractor **Total Transit/Discount Cab** available to Americans with Disabilities Act (ADA) certified customers:*

- [Sun Shuttle ADA DAR service area map \(from current brochure\)](#)
- Trip cancellations must be made by 4 p.m. the day before a scheduled trip.
- Visit [Sun Shuttle DAR Oro Valley Policies](#) for additional details.

Where does Sun Shuttle Dial-a-Ride Oro Valley operate?

- [Sun Shuttle DAR Oro Valley service area map \(from current brochure\)](#)
- Trip cancellations must be made by 4 p.m. the day before a scheduled trip.
- Visit [Sun Shuttle DAR Oro Valley Policies](#) for additional details.

Oro Valley Sun Shuttle ADA Dial-a-Ride provided by the Town of Oro Valley- Available to Americans with Disabilities Act (ADA) certified customers:

- Call (520) 229-4990 to schedule your ride.
- Trip cancellations must be made by 4 p.m. the day prior to a scheduled trip.
- Visit [Oro Valley Dial-a-Ride Policies](#) for additional details.
- [Sun Shuttle Oro Valley DAR service area map](#)

How do I ride Sun Shuttle ADA Dial-a-Ride?

All customers wishing to use Sun Shuttle Dial-a-Ride ADA paratransit service must be certified through the City of Tucson ADA Paratransit Eligibility Office.

For the ADA eligibility application, ADA certification card/number, temporary ADA status, and application denial appeals:

Contact: Judie Martinez

For more information visit:

<http://www.tucsonaz.gov/transit/ada-paratransit-eligibility-office>

Or in person at:

City of Tucson ADA Eligibility Office

35 West Alameda

Tucson, AZ 85701

(520) 791-5883



How do I pay for Sun Shuttle ADA Dial-a-Ride or Sun Shuttle DAR Oro Valley services?

Customers must present a voucher to the driver for each one-way trip.

Voucher sales are managed by the City of Tucson's Special Services Office, at 35 West Alameda Street. Voucher orders can be made by phone at (520) 791-4100, or in person. A book of full fare vouchers is \$30. A book of economy fare vouchers is \$10. Both full fare voucher and economy fare vouchers are valid for 10 one-way trips. Customers should keep track of their vouchers to ensure they have enough available for each reserved trip.

What are the service hours?

Sun Shuttle ADA Dial-a-Ride service is available within the service area and service hours listed in the current service brochure.

Monday – Friday 6 a.m. – 8 p.m.

Weekends and Holidays* 9 a.m. – 6 p.m.

*New Year's Day, Thanksgiving, Christmas

When can I make a reservation for my trip?

Reservations must be made one to seven days in advance. Reservations are accepted seven days a week: 7a.m. – 4 p.m.*

Checking on the status of a customer's ride:

**Dispatchers are available to speak to customers over the phone about pre-scheduled trips 24 hours a day.*

What information do I have to give a dispatcher?

Whenever a reservation is made, the customer should give the dispatcher the following information:

- Name (first and last). The exact addresses of both the departure and destination points.
- The drop-off time the customer must arrive at his/her appointment OR the time the customer wishes to be picked up. The customer's request for a drop-off time or a pick-up time will determine their on-time thirty (30) minute pick-up window.
- Indicate when they will travel with an authorized Personal Care Attendant (PCA).
- Indicate the type of mobility aid they will use, or if they will need to use the lift.
- When a return trip is needed, indicate the desired pick-up or drop-off time, or request a will-call pick up.

What if the Vehicle Arrives Early?

Sun Shuttle Dial-a-Ride vehicles should arrive during the customer's on-time thirty (30) minute pick-up window quoted by the dispatcher when the trip was confirmed. Customers must board the vehicle when it arrives. If the vehicle arrives earlier than the pick-up window, the driver must wait with the vehicle until five (5) minutes beyond the beginning of the pick-up window.

Will the Driver Wait if I Am Late?

Customers must be ready to depart at any time during the thirty minute pick-up window described when the reservation was made. If a customer has not boarded the vehicle within the five (5) minute grace period, the vehicle will depart, the trip will be canceled and recorded as a "No-Show." It is the customer's responsibility to be prepared to board when the vehicle arrives. Please note that drivers cannot wait while a customer conducts business at his/her



destination. The customer must always schedule a return trip reservation, with the option of will-call available if an exact time is not known at the time of the reservation.

What If I Fail To Show Up For A Scheduled Trip?

Customers failing to notify their transit provider that they will not be using a scheduled trip causes the vehicle to be dispatched unnecessarily to a customer's location. For Sun Shuttle Dial-a-Ride to provide on-time performance, the number of late cancellations and No-Shows must be kept to a minimum.

What Is Considered a No-Show?

A No Show exists when the customer (or customer's representative) has:

- Scheduled Sun Shuttle dial-a-ride service, AND
- The Sun Shuttle vehicle has arrived at the scheduled pick-up point within the specified 30-minute pickup window, AND
- The driver has waited at least five (5) full minutes beyond the beginning of the 30-minute pickup window, but the customer failed to board the vehicle, AND
- The driver (while sitting in the driver's seat) cannot reasonably see the customer approaching the vehicle.

OR

There has been no call by the customer or their representative to cancel the scheduled trip two or more hours prior to the start of the scheduled pick-up time, or the customer calls to cancel, but it is not two or more hours prior to the scheduled pick-up time.



How much time is required between scheduled trips?

A minimum of thirty (30) minutes must be scheduled between the end of one trip and the beginning of another trip. A trip is defined as origin to destination and there can be only one destination per customer. Customers may not make intermediate stops between their origin and destination.

What are Will-Call services?

Scheduled will-call trips are on-time within two (2) hours.

Will Call Return Trips are intended to provide flexibility to customers if they are unsure of an exact pick-up time for their return trip. When reserving trips, customers should provide a general time they expect to call for a return trip. Will call pick-ups are considered on-time within a two-hour window.

Can I schedule Same Day service?

Same-day service is subject to availability. Same-day service is defined as a trip that is requested to be performed on the same calendar day that the trip was requested. Sun Shuttle Dial-a-Ride will make reasonable efforts to accommodate same-day service requests. However, all same-day service is based on availability and service is not guaranteed. Same day service is considered on-time within a two-hour pick-up window.

What are my responsibilities when riding a Sun Shuttle Dial-a-Ride vehicle?

The following rules of conduct are provided to ensure the safety and comfort of all Sun Shuttle Dial-a-Ride customers:

- Sun Shuttle Dial-a-Ride is public transportation service and a fare is required when the customer boards the vehicle.
- Each customer must adhere to the rules of conduct. Actions of misconduct, including violent or disruptive behavior, will be grounds for suspension of service. Anyone found to be acting in an unsafe or illegal manner which might endanger himself/herself, other customers, the driver or the vehicle will be terminated from the service immediately. Appeals for said suspension of service will be considered on a case by case basis.
- A customer requiring physical assistance outside the vehicle (e.g., to or from his/her door or assistance up stairways or difficult grades) is encouraged to notify the dispatcher when making their reservation and/or notify the driver.
- Administering medication is the customer's responsibility. Sun Shuttle Dial-a-Ride cannot be responsible for, nor can schedules be adjusted to accommodate, the administration of medications once the vehicle is en route.
- A customer requiring assistance in the administration of medications or oxygen while on the vehicle must travel with a Personal Care Attendant. Should the administration of medications or oxygen become necessary while on the vehicle, Sun Shuttle Dial-a-Ride will contact emergency medical assistance to administer the required medication at the customer's expense.
- The use of alcoholic beverages or riding under the influence of intoxicating drugs or alcohol is prohibited at all times.
- Customers may not operate or tamper with any equipment while on the vehicle. This rule

includes operation of the hydraulic lift and attempts to remove wheelchair tie-downs and customer seatbelts.

What are the driver's responsibilities while operating a Sun Shuttle Dial-a-Ride vehicle?

Drivers are expected to obey the same rules as our customers. The following additional rules also apply:

- Drivers cannot leave their vehicles unattended for lengthy periods of time.
- Drivers can provide assistance to and from their door. However, customers are encouraged to request this with the dispatcher at the time the reservation is made. Drivers will be trained to offer door-to-door assistance to and from their vehicle, but are not allowed to enter a customer's residence.
- Drivers may provide limited assistance loading/unloading packages for customers.
- Drivers are responsible for the operation of the hydraulic lift and for securing mobility devices safely in the vehicle.
- Drivers may not accept tips or gratuities or act in any manner that would suggest that tipping is appropriate.

Who can travel with me?

Personal Care Attendants:

- A Personal Care Attendant (PCA) is someone designated or employed specifically to help an ADA paratransit eligible customer meet his or her personal needs. This individual may either be an employee of the customer, a relative, a friend, or a care provider.
- The ADA applicant should indicate whether they will travel with a PCA during the application process.
- PCAs travel at no cost when accompanying the eligible customer.

Travel Companions:

- A customer may travel with one companion (such as a friend or family member) as long as they have the same ride origin and destination. In most cases, children are considered companions.
- If the customer travels with a PCA, they may travel with one companion in addition to their PCA.
- A reservation must be made for the companion to ensure space is available.
- Additional companions will be allowed on a space available basis.
- Travel Companions pay the same regular fare as Sun Shuttle Dial-a-Ride customers.

Children:

- Children age five and under ride free of charge.

The customer must inform the dispatcher when the reservation is made whether travel companions, or a PCA will be accompanying them to ensure an accurate count of the individuals included in the trip.

To be viewed as "accompanying" the eligible customer, the PCA, and travel companions must have the same origin and destination points as the eligible customer.

How Do I Board A Sun Shuttle Dial-a-Ride Vehicle With A Mobility Aid?

Sun Shuttle Dial-a-Ride will transport all wheelchair types as defined by ADA regulations. Sun Shuttle Dial-a-Ride may refuse to board customers traveling in mobility devices that do not conform to the regulated dimensions and weight. For the passenger's safety and comfort, the following ADA requirements must be met:

Wheelchairs:

The FTA no longer uses the definition of "common wheelchair" (e.g. 30 inches by 48

inches and 600 pounds). If the customer's mobility device is 750 pounds (user's weight inclusive), and the provider's lift is rated at 800 pounds; the provider is still required to take the passenger. This also applies to wheelchair length and width dimensions.

- The wheelchair regulation dimension minimums are 30 inches in width and 48 inches in length when measured two inches above the ground.
- For safety purposes, it is strongly recommended that wheelchairs back onto the hydraulic lift.
- Wheelchair brakes must be locked while on the lift.
- Wheelchair electric power must be turned off until the driver instructs the customer to re-engage.
- Wheelchairs must wait for the driver's assistance and follow instructions for entering the vehicle.
- It is strongly recommended that a customer using a manual wheelchair have attached footrests.
- Customers with inoperative mobility devices cannot be transported.

Scooters:

Scooters are often unstable on lift equipment, and they may exceed the ADA allowable dimensions and weight. Some scooters also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Customers may ride standard scooters on the lift, but it is strongly recommended that our customers transfer to a seat in the vehicle, whenever possible. Customers traveling on scooters should adhere to the same safety procedures listed for wheelchairs.

Wheelchair Securement and Seat Belt Policy:

It is the driver's responsibility to ensure that mobility devices are properly secured. Wheelchair/scooter customers are required to be secured at all times while riding the vehicle, unless they are able to sit in a vehicle seat. Operators are required to secure the lap and shoulder belts to ensure the customer's safety. Failure to cooperate with safety related policies may result in a loss of services.

May I transport packages or animals?

Packages:

Each customer is allowed to carry on four (4) packages, (eg., what a customer can carry on or off in one trip). Drivers do not provide assistance loading or unloading groceries or luggage, unless requested at the time of the reservation. Excessive luggage and large boxes cannot be accommodated. The maximum combined weight of all packages cannot exceed twenty-five (25) pounds.

Customers may be required to secure their packages at their seats, as storage space on the vehicle is limited.

Packages cannot block the vehicle entrance or the driver's view, or pose a safety hazard to the driver and/or customers on board the vehicle.

Service Animals:

- Drivers are not permitted to handle service animals.
- A service animal must under the control of its owner. 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 customers, service animals are required to be clean, well groomed, completely under the control of their handler.
- Sun Shuttle Dial-a-Ride will transport authorized service animals

How can I make a suggestion or comment?

Sun Shuttle Dial-a-Ride seeks to provide our customers with safe, reliable and efficient transportation. If a customer has a suggestion or a comment about our services, they should call Sun Tran's Customer Service Center at (520) 792-9222.

Specific details help the contractor thoroughly address suggestions and comments. Please include the following information when calling:

- Name, address and telephone number
- Day and time of trip or experience
- Vehicle number and/or driver's name, if applicable
- Dispatcher's name, if concerning a telephone conversation
- Explanation of incident, suggestion or comment

