

**In addition to the above policies, the following policies apply to customers qualified through the Americans with Disabilities Act (ADA).**

### **Personal Care Attendants (PCA)**

A PCA can ride free with a disabled passenger who has a valid City of Tucson ADA Paratransit Eligibility identification card designated "PCA". PCA designation is determined through the ADA application process. For questions regarding the ADA and certification process, please call the City of Tucson ADA Eligibility Office at (520) 791-5409.

### **Will Calls**

Only ADA registered clients may schedule a trip without a return trip time. Requests for will call trips will be accepted until 4 p.m., and may have a pick-up wait of up to 2 hours.

### **Rider Assistance**

Sun Shuttle Dial-a-Ride provides origin-to-destination service for ADA paratransit-eligible customers. Upon request, the driver can provide assistance between the entrance of your pick-up location or destination, and your seat on the bus.

### **Pick-up Negotiation**

For passengers with ADA certification, time may be negotiated within 1 hour of requested time.



# **Oro Valley Sun Shuttle Dial-a-Ride Policies**



**The following policies are provided as a supplement to the Oro Valley Sun Shuttle Dial-a-Ride brochure.**

### **Fare Payment**

Fare is due upon boarding. If your fare is not paid at the beginning of your scheduled round trip, service will not be provided.

### **Same Day Service**

May be allowed, based on availability.

### **Trip Prioritization**

No trips are prioritized over others; first come, first-served.

### **Trip Denial**

Trips are scheduled as reservations are received. Denials are permitted if the schedule cannot accommodate the requested trip.

### **Pick-up Window**

The vehicle may arrive up to 15 min-

utes before or 15 minutes after your scheduled pick-up time.

### **No Show, Late, Cancellation Policy**

Sun Shuttle Dial-a-Ride is a shared transportation service, and we are dedicated to making all scheduled trips. The driver will make his or her presence known, call dispatch, and wait a minimum of 2 minutes.

### **Excessive No Show**

On-time performance and maintaining our ability to serve all our passengers is extremely important. Therefore if a passenger misses 3% of scheduled trips, a warning letter is sent; 5% missed trips may result in a potential suspension with ability to appeal.

### **Bags and Packages**

Sun Shuttle Dial-a-Ride drivers are available to assist customers with bags or packages. For safety and occupancy concerns, passengers are limited to 4 bags. The total weight should not exceed what can be rea-

sonably carried by one person in one trip (approximately 40 lbs.).

### **On-time Pick-up Standard**

It is our standard to deliver 90% of all trips within pick-up window.

### **On-time Drop-off Standard**

It is our standard to deliver 95% of all trips within the drop-off window.

### **On-time Window**

Arrival at your destination may be up to 30 minutes prior to the scheduled arrival time.

### **No Strand Policy**

No customer with a scheduled return or will-call will be left stranded.

