

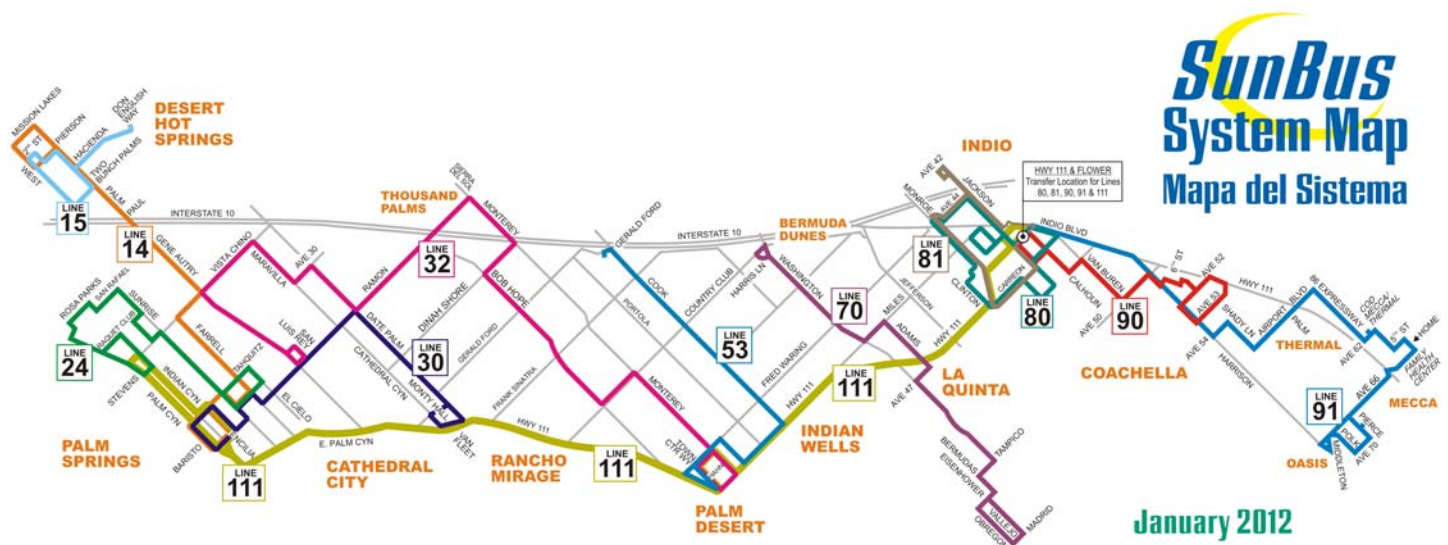
SunLine Transit Agency

ADA GUIDEBOOK Effective January 2008

SunLine Transit Agency is the local public transportation provider for the Coachella Valley. To be in compliance with Americans with Disabilities Act (ADA), SunLine has ensured that access and mobility for persons with disabilities has been established on all SunBus and SunDial (para-transit) vehicles. This convenient guidebook will provide you with some useful information.

Where Does SunBus Go?

SunBus is a system of 11 public bus routes that link the valley from Desert Hot Springs in the northwest to Mecca in the southeast. Line 111 is the major trunk line that extends east and west along Highway 111. Please refer to current schedules for route information. All buses are wheelchair accessible.



Where Does SunDial Go?

SunDial provides on-demand curb-to-curb paratransit service to qualifying clients within $\frac{3}{4}$ of a mile on either side of SunBus routes. Please call SunBus Customer Service at 1-800-347-8628 to find out if your destination is within the pick-up and drop-off zones or refer to the map above.

When Does SunBus & SunDial Operate?

SunBus & SunDial are closed Thanksgiving and Christmas.

If I Am Not Able to Ride SunBus, How Do I Qualify for SunDial?

All persons requesting ADA certification must complete an application and provide the necessary documentation to determine eligibility. Applications are available at the SunLine Transit Agency office in Thousand Palms, via mail by calling Customer Service at 1-800-347-8628 or online at www.sunline.org. Eligibility is not based solely on physical disability. Consideration is given to whether and how the disability impairs an individual's mobility. Your ADA card may indicate you have **CONDITIONAL or UNCONDITIONAL** eligibility.

- **Conditional** means you can use SunDial only under specific conditions. Clients not complying with their eligibility restriction may be subject to review and possible suspension or a change in their eligibility status.
- **Unconditional** means you have unlimited access to SunDial. This does not restrict you from using SunBus.

How Do I Make My SunDial Reservation?

Call SunDial Reservations at 1-866-311-7433. Hours are seven days a week between 8 a.m. and 5 p.m.

Be prepared to provide the Reservationist with the following information:

1. Your first and last name
2. Your ADA ID number
3. Your home address
4. Your home telephone number
5. Your exact pick-up location (example: 123 Your Street)
6. A telephone number at your pick-up location
7. Your exact drop-off location (example: 456 Destination Street)
8. Your requested pick-up time
9. Your mobility device and type (wheelchair, scooter, etc.)
10. The number of clients traveling with you (if any)

Once your reservation is made, request a confirmation number and the Reservationist's name.

If the reservation line is busy, please be patient and call again. If you are on hold, do not hang up. Calls are answered in the order they are received.

When May I Call To Schedule A Ride?

You may request a ride up to 14 days before your desired pick-up date and time. The Reservationist will make every effort to accommodate your travel request, pending available space. SunDial is busiest on weekdays from 7:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m. We encourage you to schedule your travel on weekends, whenever possible. You may schedule no more than four one-way trips per phone call.

May I Request A One-Way Trip?

Yes. You may make a one-way trip reservation. **However, should you need a return trip without a reservation you will have to wait until a vehicle is available to pick you up. This may take several hours from the time you call before the vehicle arrives.**

When Will I Be Picked Up?

The Reservationist will assign you a pick-up time. The vehicle may arrive up to 20 minutes before to 20 minutes after your scheduled pick-up time. If you are not at the pick-up point within 5 minutes of vehicle arrival, the driver may leave without you. The vehicle is not considered late until 20 minutes after your assigned pick-up time.

How Do I Negotiate A Pick-Up Time?

You may request a pick-up for anytime during regular operating hours. If you have to be at a specific location at a specific time, give that information to the Reservationist. Always allow extra time on both your pick-up and return trip. Since SunDial is a shared-ride service, it needs twice the amount of time to get to the same destination than SunBus. If your requested pick-up time is not available, the Reservationist may offer a pick-up time up to one hour before or one hour after your request.

What or Who May I Bring With Me?

Companions

Because travel by SunDial is offered on a space availability basis, you must always inform the Reservationist if your reservation is for more than one person.

SunDial clients who have acknowledged the need for a Personal Care Attendant during the ADA certification process may bring one attendant with them free of charge.

Children 4 years old or younger traveling with eligible clients are not charged a fare. If a child of 5 years old or younger is traveling on SunDial as a client, an adult attendant must accompany the child at all times. It is the responsibility of the parent or companion to secure children in safety seats as required by California law enforcement. SunDial does not provide child safety seats.

When space is available, clients may travel with up to three companions who will be charged the same fare.

Service Animals and Pets

Always inform the SunDial Reservationist if you are traveling with a service animal. As a courtesy, bring a towel or blanket for your service animal to lay on. Non-service animals may travel on SunDial if they are in a properly secured cage or container and do not jeopardize the health or safety of other clients or the driver.

REMINDER: Please be considerate of clients who may be fearful of dogs or other animals.

Mobility Aids

In order to send the proper vehicle to accommodate your needs, SunDial Reservations must be informed about any mobility device you travel with. A description of the device you use should be a part of your SunDial client record. If you change devices, notify SunDial right away.

Carry Ons

Clients may bring up to 3 medium-sized packages or grocery bags aboard the vehicle. Clients must be able to lift and carry their own packages without assistance from the driver. As a courtesy, drivers may help load packages on and off the vehicle to and from the curbside only. Clients and companions may not transport items that may be hazardous to themselves, the driver or other clients.

How Much Will My Ride Cost?

Your fare is based on the distance you travel. The Reservationist will tell you your fare at the time you schedule your trip. Please call for reservations at 1-866-311-7433.

Travel Within City Limits of Pick-Up: \$1.50

Travel Outside City Limits of Pick-Up: \$2.00

Where Should I Wait For The Vehicle?

SunDial is a curb-to-curb service. SunDial drivers are not permitted to enter private driveways. The driver cannot leave the vehicle to enter a building or come to your door. The driver will wait at the curb of a public street, in front of or as close as possible to your house, building, or other designated pick-up location that is safe. You must be able to get to and from the vehicle on your own or with assistance from an attendant or companion.

How Do I Board The Vehicle?

Drivers may provide assistance to clients getting on and off the vehicles.

SunLine makes every attempt to accommodate wheelchairs, scooters or other mobility devices. These devices must be 30 inches wide, 48 inches long and 600 pounds in total weight (including your weight). Mobility devices larger than this may be denied service aboard SunLine vehicles.

What Are SunLine's Securement And Restraint Procedures?

SunLine Policy requires all clients utilizing a mobility device such as a scooter or wheelchair to use either a personal or SunLine provided lap belt. Clients who refuse to put on the lap belt shall not be transported. SunLine requires clients to use seatbelts provided in all vehicles. Notify the driver if you need assistance. The vehicle will not depart unless all clients are properly secured and restrained, in accordance with Federal and State Seatbelt and Securement regulations. Drivers may assist with positioning and securing of wheelchairs or mobility devices in a forward facing position on all vehicles.

What Are The Rules of Conduct?

SunLine rules of conduct ensure the safety and comfort of all clients and drivers:

- Clients utilizing mobility devices such as scooters or wheelchairs must use a lap belt.
- Clients must use seatbelts provided in all vehicles.
- Smoking and eating is not allowed on all vehicles. Beverages must be in plastic containers with screw-on lids or in sports bottles.
- Clients must maintain acceptable standards of personal hygiene. Shoes and shirts must be worn at all times.
- Hold infants or small children on your lap. Strollers must be folded.
- Pets (except for service animals) must be in cages.
- Keep feet and carry-on items out of the aisle.
- Radios, CD players or other sound equipment must be turned off.
- Abusive or obscene language or actions are prohibited.
- Riding while under the influence of alcohol or illegal drugs is prohibited.
- Weapons and firearms are strictly prohibited.

What If I Miss My Scheduled Pick-Up?

Always confirm the exact location where you want to be picked up to avoid missing your ride. When you schedule a trip and fail to use the service without proper cancellation, you are considered a "No-Show." SunLine Transit Agency reserves the right to suspend service for clients who have repeated No-Shows. Clients have the right to appeal all suspensions within 60 days of notice.

What If My Ride Is Late?

If your ride is later than 20 minutes past your pick-up time, please call SunDial Reservations. Our staff is dedicated to helping SunDial clients with immediate service needs, including ensuring no one is stranded away from home.

How Do I Cancel or Change My Reservation?

If you cannot take a scheduled trip, call SunDial Reservations immediately and cancel your ride. Trips not canceled at least two hours before the scheduled pick-up time, will be considered a No-Show. If you need to change any part of your reservation (for example: your destination, your return pick-up time or place), you must confirm the change with a SunDial Reservationist. Drivers are directed to follow their assigned travel schedules.

What Information Does SunDial Need On File?

In order to provide you with the best service possible, please be sure to keep all of your permanent information up to date. Immediately notify Customer Service if you:

- Change your name
- Change your home address or mailing address
- Change your telephone number
- Change your mobility device

Lost & Found

SunLine is not responsible for lost, stolen, or damaged items. If you leave an item on a SunLine vehicle, call 1-800-347-8628 to report it. We will notify you if the item is located. You may schedule a ride to pick up the item at our administrative offices in Thousand Palms. Lost and found items are disposed of after 90 days.

Other ADA Privileges

SunLine certified ADA clients are also eligible for Dial-a-Ride service while visiting other areas. You may ride for a total of 21 service days per year. Please call the service provider in the area you will be visiting to make arrangements.

Mobility Training Program is designed to increase customers' independence and flexibility to travel around the Coachella Valley using SunLine's fixed route bus system, *SunBus*. For more information call 1-800-347-8628.

The Access Advisory Committee is comprised of community members to assist SunLine in providing and expanding innovative public transit services to the Coachella Valley. For more information call 1-800-347-8628.

SunDial Reservations

1-866-311-7433

Hours

7 days a week - 8 a.m. to 5 p.m.

SunLine Transit Agency
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

www.sunline.org