



ANNOUNCEMENT: New Application for SunDial ADA Paratransit Service

On July 1, 2018, SunLine Transit Agency began using a new application process for ADA Paratransit Certification and Eligibility for SunDial Service. The new application includes two parts: one part which is completed by the applicant or an agent on their behalf and the other by a health care professional with knowledge of the applicant's disability, and how it affects the applicant's ability to navigate the community and the fixed route transit system independently. Applications will undergo administrative review and eligibility determinations will be made and enforced following guidelines set-forth by the Federal Transit Administration and the Americans with Disabilities Act (ADA) [[49CFR37](#)].

SunLine Transit Agency manages the Certification and Eligibility Program for the area's ADA Paratransit service called SunDial. SunDial is valley wide, origin-to-destination transportation service which provides next day transportation for persons who are unable to use regular SunLine fixed route service. The service is provided as a "complement" to the fixed route during the same days and hours as regular fixed route service is provided for the general public (excluding routes defined as "commuter" routes with limited stops and schedules). SunDial service is available within 3/4 of a mile on either side of any local SunLine route (not including Commuter Link 220 & Line 95). 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, or via mail by calling Customer Service at 760-343-3451. Eligibility is not based solely on physical disability or health condition. Consideration is given to whether and how the disability or health condition impairs an individual's functional ability to navigate the community and fixed route transit system independently.

The ADA strives to enable people with disabilities to have equal access to fixed route bus service, like SunBus, so that they can fully participate in daily life activities such as work, education, shopping, recreation and other trips. However, for those individuals whose disabilities prevent them from using the fixed route system, even with accessibility features, federal law requires provision of ADA Paratransit service.

If you would like more information about SunLine Transit Agency or SunDial ADA Paratransit service, please call customer service at 1-760-343-3451. For more information about transportation services for individuals with disabilities, please contact the Federal Transit Administration at Office of Civil Rights Federal Transit Administration 1200 New Jersey Avenue, SE Washington, DC 20590; 888-446-4511.