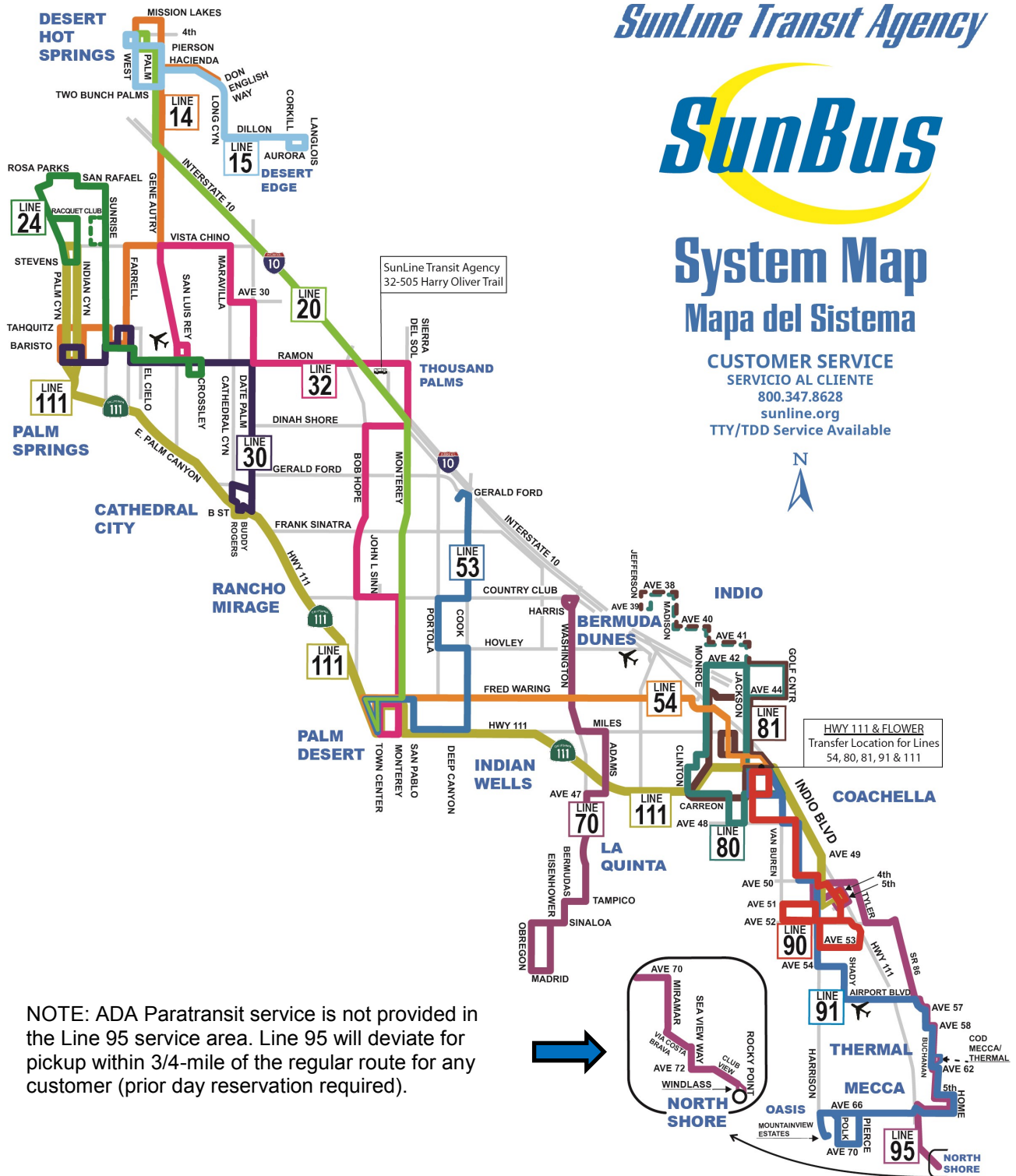


SunBus

System Map Mapa del Sistema

CUSTOMER SERVICE
SERVICIO AL CLIENTE
800.347.8628
sunline.org
TTY/TDD Service Available



NOTE: ADA Paratransit service is not provided in the Line 95 service area. Line 95 will deviate for pickup within 3/4-mile of the regular route for any customer (prior day reservation required).



Reservations

1-866-311-7433

Seven days a week
8:00 a.m. - 5:00 p.m.

Fare

\$1.50 within one city
\$2.00 within multiple cities

Service Hours

SunDial operates the same hours as any specific SunBus fixed-route.

SunDial does not operate on Thanksgiving and Christmas Day.



ADA Paratransit Service



SUNLINE TRANSIT AGENCY

32-505 Harry Oliver Trail
Thousand Palms, CA 92276

Tel: 1-800-347-8628

sunline.org



What is SunDial?

SunDial service is a curb-to-curb/origin to destination, shared ride transit service for people who are functionally unable to use the fixed route service either permanently or under certain conditions and eligibility is not solely based on having a disability. SunDial service is only available within ¾ of a mile on either side of a SunBus local fixed route and may only be used at the same times, days and frequency as local fixed-route service.

What is Curb-to-Curb Service?

The SunDial operator will wait for you 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. Door-to-door service is available for riders with disabilities requiring enhanced assistance. Request for enhanced assistance may be made at the time of booking your trip. Please watch for the vehicle, as the operator will wait no more than five minutes for you to come out for your ride. SunDial operators are not permitted to enter private driveways.

Your ride will be shared with other clients. Other pick-ups and drop-offs may occur during your trip.

Area Served

SunDial service is available within ¾ of a mile on either side of any local SunBus route. The map on the back shows the SunBus route network.

SunDial service is not provided for the area serviced by SunLine's Commuter Link 220 (Service between Palm Desert and Riverside) or Line 95. Line 95 will deviate

for pickup within ¾-mile of the regular route for any customer within the North Shore area. For information on the Line 95 deviated service call 1-800-347-8628.

Who Can Ride SunDial?

Persons with a SunDial ADA Certification ID Card. SunDial riders have certain disabilities that prevent them from using SunBus fixed-route transit system. These disabilities include: physical, cognitive, emotional, visual.

SunDial riders must complete SunLine's eligibility process and receive a SunDial Certification ID Card. Your eligibility letter also entitles you to use similar ADA paratransit services at other transit systems across the country as a visitor for up to 21 days per year. Simply provide the transit agency in the city you plan to visit with a copy of your eligibility letter to obtain approval to travel as a visitor. Visitors to the Valley may obtain temporary (21 days) service usage by contacting SunLine in advance and providing proof of disability information or certification information from another transit agency. Prior to your arrival, please call Customer Service, 1-800-347-8628.

Personal Care Attendant. A PCA is someone who assists you with your personal care and daily living activities. Any certified ADA client, who has acknowledged the need for a PCA during the certification process, may have one PCA travel with them free of charge.

Companion. You may (if space is available) travel with up to two companions who will be charged the applicable fare.

Children. If your child uses SunDial and is five (5) years or younger, an adult must

accompany the child. Please be sure to inform the Reservationist when scheduling a trip that the child client will be traveling with an attendant. All eligible clients, regardless of age, must pay the fare. Children, four (4) years or younger, traveling as companions of eligible clients, ride free. It is the responsibility of the parent or companion to secure children in safety seats as required by California Law. SunDial does not provide child safety seats.

Service Animals are Welcome. Always inform the Reservationist if you are traveling with a service animal. Non-service animals may travel if properly secured in a cage/container.

Travel Tips

Pick up Time: Scheduled pick up window is 20 minutes before or after your scheduled pickup time. If the vehicle arrives before or after this 40 minute period, it is considered early or late.

Travel Time: Travel time on SunDial is comparable to the amount of time it would take to make the same trip using our fixed-route bus service with transfers. When requesting your trip, please keep this in mind and allow adequate travel time.

Cancellations: Trips not cancelled a minimum of two hours prior to the scheduled pickup time will be considered a NO SHOW. Repeated NO SHOWS may result in suspension of service.

Groceries & Packages: Customers are permitted to carry on three medium-sized packages or grocery bags that they are able to manage independently without the assistance of the driver. Due to space limitations and the time it takes to board the

vehicle, the number of shopping bags is restricted to those that can be easily handled by the client without delaying the vehicle. Clients and companions may not transport items that may be hazardous to themselves, the operator or other clients.

Mobility Devices: All mobility devices that do not exceed the equipment capacity will be accepted.

For Your Safety: Federal & State Law requires all SunDial clients use securement (seatbelt and shoulder harness) devices while being transported on all vehicles. The operator will ensure that all clients are secured prior to transporting and will assist with securement and removal of these devices.

Reasonable Modification

SunLine Transit Agency (SunLine) is committed to providing high quality transportation services that are safe, efficient, and effective to its customers. SunLine is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling SunLine at 760-343-3456 or 1-800-347-8628. You can also e-mail the RMCoordinator@sunline.org.

