

# SunDial Rider's Guide



Effective January 22, 2018

This is your guide to SunLine Transit Agency's SunDial service. If you have any questions about SunDial service, please call the appropriate phone number listed in this guide. Our goal is to provide you with safe, convenient and reliable service.

If you have any questions about SunDial services or about SunDial policies, please call (760) 343-3451.

All SunLine Transit Agency fixed-route buses are accessible to persons with disabilities. All buses are equipped with wheelchair ramps or wheelchair lifts. Audible announcements of major busstops are made on all buses.

SunLine Transit Agency also offers free, personalized travel training to customers who are seeking greater independence and confidence to travel aboard our fixed-route buses.

## **PERSONALIZED TRAVEL TRAINING**

SunLine Transit Agency is pleased to provide free travel training to promote greater independence and confidence to travel anywhere SunLine Transit Agency buses go, anytime they operate. As an independent traveler, you can rely less on costly SunDial service and have the freedom to plan your trips aboard our fixed-route buses according to your own schedule. The step-by-step process emphasizes safety, while building confidence and travel skills. Contact SunLine Transit Agency at (760) 343-3451 to start the process. A SunLine Transit Agency appointed trainer will set up an appointment to meet with you to discuss your travel skills and goals.

## **WHAT IS SUNDIAL?**

SunDial is an origin-to-destination advanced reservation transportation service for persons with disabilities. Service is provided during the same hours of operation as local fixed-route bus service in that area. There is no service on Thanksgiving and Christmas Day.

## **SunDial Paratransit Service**

SunLine Transit Agency gives service to individuals who are certified under the Americans with Disabilities Act (ADA). Persons who are ADA certified are eligible for trips throughout the SunLine Transit Agency service area that are within three-quarters of a mile of local fixed-route bus service and during the hours of bus service operation. ADA-certified Individuals are eligible to bring a Personal Care Attendant (PCA) at no cost if your ADA card permits. A companion or child may come along only if space is available and will be required to pay a fare.

## **Reasonable Modification**

SunLine Transit Agency 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) 343-3451. You can also email [RMCoordinator@sunline.org](mailto:RMCoordinator@sunline.org).

## **HOW TO PLAN A RIDE**

SunDial customers may schedule rides one to seven days in advance. SunLine Transit Agency encourages customers to provide as much advance notice as possible to allow schedulers to more efficiently route vehicles.

To request a ride, call (760) 343-4231. SunDial requests are taken seven days a week from 8 a.m. to 5p.m.

When making a request, please have the following information available:

- The date and time of travel
- Your pick-up time and address
- Your destination address
- When you would like to arrive at your destination
- Your return time and address
- Verify whether you will be using a mobility aid such as a wheelchair, walker or service animal.
- Confirm that you will be travelling with a companion or an authorized personal care attendant. Companions are required to pay the full fare.

## Negotiating Trip Times

Due to the high volume of requests, SunLine Transit Agency may be unable to give customers the exact time they request. ADA allows for a negotiated pick-up time within one hour before or after the requested trip time. If your return time changes, please contact (760) 343-4231 as soon as possible and we will make every attempt to reschedule you for an earlier/later ride.

## Be Ready for Your Trip

When making a reservation, you will be given a 40-minute pick-up window (for example: an 11:00 a.m. pick up, you would be given a pick-up window of 10:40 a.m. to 11:20 a.m.). Because your ride may arrive any time within that 40-minute window, you must be ready and waiting to go at the start of the window. Be prepared to show your appropriate SunDial ADA photo identification card to the driver. Once your trip is scheduled and you board the vehicle, you may not change your destination. Vehicles are not allowed to go into driveways and drivers are not allowed to lose sight of their vehicle at any time. If you are not present when the vehicle arrives, the driver will wait five minutes. After five minutes, the driver will mark you as a no-show. There are penalties for excessive no-shows.

## Service Animals

Service or guide animals necessary for travel by customers with disabilities are allowed on all SunLine Transit Agency vehicles. Small pets are allowed if they are secured in a pet carrier that can be safely placed on a customer's lap.

## Carry-on Items

To ensure the safety of our passengers, we ask that you limit the number of carry-on items to three. Once onboard, you must be able to keep the packages secure. Carts or strollers must be folded prior to boarding. Open food and beverages other than water are prohibited. Eating and smoking are not allowed.

## Cancelling a Ride

If a trip needs to be cancelled, call as early as possible by calling (760) 343-4231. Trips should be cancelled 2 hours prior to the beginning of your scheduled ride time. If you cancel a trip after that time, it is considered a Late Cancellation.

If a SunDial customer is a no-show for the first part of a round trip, SunLine Transit Agency will not automatically cancel the return trip. It is the customer's responsibility to call and cancel if the return trip will not be needed. Failure to cancel the return trip may result in a no-show.

## Checking on Your Ride

If your ride appears to be running late, you may check on it by calling (760) 343-4231.

## Travel Time

Be aware that SunDial is a shared service and you may be riding with other customers who may be picked up or dropped off before you. The time of your trips may vary, and direct service to your destination may not be available.

## Child Safety Seats

All SunDial vehicles can be equipped with child safety seats. Children under eight years of age must be secured in a car seat or a booster seat. Children who are 8 years of age OR have reached 4'9" may be secured by a booster seat. Customers travelling with a child in need of a safety seat should notify SunLine Transit Agency when making their reservation.

## PHONE NUMBERS AND HOURS

### SunDial Reservations and Hours

Reservations ..... (760) 343-4231

Seven Days a Week: 8am – 5pm

Cancellations.....(760) 343-4231

SunDial After Hours..... (760) 343-4231

Information, Comments, Complaints ..... (760) 343-3451

ADA Certification Information ..... (760) 343-3451

**SUNLINE TRANSIT AGENCY**  
**Customer Information Center**

Customer Information Center .....(760) 343-3451

Monday-Friday: 8a.m.–5p.m.

Lost and Found.....(760) 343-3451

**NO-SHOW POLICY**

In an effort to improve the availability of appointment time slots and make SunDial service more efficient for all customers, the SunLine Transit Agency No-Show Policy is designed to limit the number of late cancellations and no-shows. The policy considers a customer’s overall frequency of use, and establishes “a pattern or practice of abuse” that is relative to how often a person travels. Customers who exceed the system wide average no-show rate may be penalized.

Any SunDial customer who cancels their ride less than 2 hours before their scheduled pickup time will be marked a late cancellation. Any SunDial customer who is a no-show will be marked as a no-show. Customers in violation of the policy may have their service temporarily suspended. Please note that in the event of a no-show, the return trip will NOT be automatically cancelled and it is the customer’s responsibility to cancel that scheduled trip.

- At the end of each month, customer no-show rates will be reviewed and compared to the system-wide average. Those customers found to exceed twice the system-wide rate may be subject to suspension of services. Only those cancellations within the customer’s control will be considered.
- Customers in violation of the policy will receive a warning on the first offense. Subsequent non-compliance could result in suspension of services for seven calendar days.

- A 30-day notification will be provided to the customer prior to suspension. The notification includes an appeals process that allows the customer to dispute a finding of non-compliance. The 30-day period also allows staff to consider such factors as life-sustaining services that require transport such as dialysis treatments or chemotherapy appointments.

**Right to Appeal**

Persons receiving suspensions will have the right to appeal. To file an appeal, a customer or his/her representative must send a written explanation of why the customer should not be suspended along with any supporting facts and statements. The appeal must be received within 30 days of notification of suspension.

Appeals should be sent to SunLine Transit Agency, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276, Attention: Access Advisory Committee- Appeals.

Individuals will be permitted to ride the bus during the appeal process. Rulings shall be deemed final.

**SUNDIAL SERVICE AREA**

SunDial vehicles travel to areas within three-quarters of a mile of any SunLine Transit Agency local fixed route. These areas are called the “SunDial service area” and trips must begin and end in that service area.

If your trip starts or ends outside the service area, you will need to find a place within the service area to be picked up and dropped off to be eligible for services.

**FARES**

Travel within same city: \$1.50  
Travel within multiple cities: \$2.00

Exact fare for the entire trip is required and must be paid upon boarding your bus. Drivers cannot give change. When you schedule your trip the operator will tell you the fare required for that trip.

Only ADA-certified passengers may bring personal care attendants. If eligible, your attendant may accompany you at no charge and an additional companion may ride for the applicable fare, if space is available.

