

Transportation – Sun Van Basics

New Mexico

What is Sun Van?

Sun Van is Albuquerque's paratransit service. It provides accessible transportation to persons living in or visiting the Albuquerque metro area who have a disability and are not able to ride the regular bus system, also called the fixed route system. Sun Van picks the rider up in front of their home, and drops them off in front of their destination.

Sun Van serves Albuquerque and parts of Bernalillo County. The service hours for Sun Van are the same as the regular buses that travel this route. Sun Van is not a taxi service. It is a shared ride service, so other people will also be on the Sun Van ride.

Application process

Download an application for Sun Van online, or call Sun Van to have one mailed. There are three parts of the application, plus an interview. The first two parts are filled out by the applicant, and the third is filled out by the applicant's doctor. Sun Van will provide a free ride to and from the doctor's office to get the third part completed.

Once completed, applicants schedule an appointment for an interview by calling Sun Van. Sun Van will also provide a free ride to and from the interview. Be sure to bring the completed application to the interview.

Sun Van eligibility and certification

Eligibility is based on the functionality of the person, not the diagnosis. All riders must be certified through the application and interview process. Visiting riders may obtain a temporary certification for 21 days. Certification is given to people who are unable to get to and from a bus stop, cannot ride the bus system, or cannot independently navigate the bus system.

Types of eligibility

- Full/Unconditional Eligibility - Sun Van is the applicant's only means of public transportation.
- Conditional Eligibility – The applicant only needs occasional use of Sun Van as a supplement to the regular bus system.
- Sheltered Eligibility – Some riders need someone to sign when they arrive at their destination. Pre-determined destinations are set up and kept on file with Sun Van.
- Personal Care Attendants (PCA) – Accompany rider free of charge if "PCA" is on ID card.
- Companion Eligibility – Companions pay the same fare as the rider.

Riding Sun Van

Sun Van is on a reservation system. To use Sun Van, call Monday – Thursday to schedule the ride three days in advance. On Fridays, rides may be scheduled five days in advance. It is best to call at 8:00 am or soon after, on the first day the rider is able to schedule.

Remember:

- Sun Van may arrive 15 minutes before or after the scheduled pickup time. Calls to check on pickup status can be made after this 30-minute window has passed.
- Riders only have 5 minutes from the time Sun Van arrives to board the van.
- If riders need to cancel a trip, call Sun Van 2 hours before the scheduled pickup time.
- Rider "No-shows" can lead to Sun Van certification being temporarily suspended. Call Sun Van or look on their website to learn more.
- For more information about Sun Van and other accessible transportation options in Albuquerque, visit the Information Network website under Informational Tip Sheets.



Cost of Ride on Sun Van

\$2.00 each one-way trip
\$18.00 for 10 coupons

Buy coupon books at Alvarado Bus Station or some local Albertsons. Call ahead to Albertsons to make sure they have coupons available.

Fares may only be paid for in cash or coupon book.

Sun Van

505-243-7433

www.cabq.gov/transit/paratransit-service

Sun Van Application

www.cabq.gov/transit/paratransit-service/paratransit-application-instructions

Questions?

Call the CDD Information Network

1-800-552-8195

or visit our website at www.cdd.unm.edu/infonet

Informational Tip Sheets:

www.cdd.unm.edu/info/net/tip-sheets.html