

APPLY NOW

CERTIFICATION

Passengers must be certified as ADA-eligible to receive a Sun Van ID card.

APPLICATION

Visit CABQ.gov/transit and click on "Sun Van Paratransit Service."

An application filled out by a doctor and in-person interview with the applicant also are required. For assistance with the application process, call **505-243-RIDE (7433)**.



- The van may arrive 15 minutes before or after the requested pick-up time.
- Once the van arrives, the driver will wait 5 minutes before it departs to its next destination.
- Failure to be ready at the designated pick-up time 3 times within 30 days may result in suspension of service.
- A passenger may take up to 4 grocery-sized bags per trip. One package or box measuring 18"x18" also is allowed.

*** Seat belts must always remain secured. Safety seats for small children must be provided by caregiver.*

ZERO FARES PILOT PROGRAM

January 1 through December 31, 2022, Sun Van passengers will not have to pay to ride; however, new passengers must qualify for use of the service.



**ABQ RIDE
PARATRANSIT DIVISION**
ALVARADO TRANSPORTATION CENTER

100 1ST ST. SW
ALBUQUERQUE, NM 87102

(505) 243-RIDE (7433)
CABQ.GOV/TRANSIT



**ABQ RIDE PARATRANSIT
FOR THE MOBILITY IMPAIRED**

AGENCY ASSIST

- Ensure clients are prepared to board at the appropriate time.
- Distribute Sun Van materials to those who need it.
- Confirm staff is available curbside to sign for "Sheltered" passengers. Passengers that fall under this category will not be dropped off without a signatory present.
- Customer compliments/complaints can be directed to 311.





FAQs

• What is Sun Van?

Sun Van is a share-a-ride, curb-to-curb public transportation service for ADA-eligible* persons with mobility impairments who are unable to ride a city bus. It is a share-a-ride service with other passengers. Additional assistance may be requested. Door-to-door service is also available upon request at time of reservation.

• Where is service provided?

The Sun Van service area includes Albuquerque city limits and most of Bernalillo County.


• How much is it to ride?

The fare is \$2 for each one-way trip, which can be paid for with coupons or cash. Coupons are available at the Alvarado Transportation Center, 100 1st St. SW, customer service windows. Call 505-243-RIDE (7433) for other sales locations. Seniors 60 and older ride free. Passengers younger than 25 years old ride free.

*Americans with Disabilities Act




... is not liable for delays caused by crashes, construction, mechanical issues, severe weather, or dangerous road conditions.

... cannot guarantee arrival or departure at a specific time. 




... is not required to operate during severe weather or dangerous road conditions.

... reserves the right to refuse transport to anyone. 



... does not allow smoking, eating, or drinking during transport.

... does not allow open containers of alcohol, illegal drugs, weapons, explosives, or noise-generating equipment. Failure to comply may result in suspension of service. 



RESERVATIONS

Reservations are **required** and accepted on a first-come first-serve basis. They are accepted 3 days in advance when made Saturday through Thursday; on Fridays, reservations are accepted 5 days in advance. Passengers may schedule up to 3 round trips per call.

A complete address is required. If pick-up is at a business, then the business name, suite/bldg. number and business type are needed.

Passengers should allow at least 1 hour of travel time and must remain at their destination for 1.5 hours. Passengers should give the reservation clerk the exact time they need to be at their destination, so the clerk can assist in planning the trip. They must also inform the clerk if they will be traveling with a companion.

“Call when ready” is only reserved for medical appointments and COVID-19 vaccination.

RESERVATION LINE

505-243-RIDE (7433)
Daily
8 a.m. – 5 p.m.

CANCELLATIONS

To cancel a reservation, call the reservation line between 4:30 a.m. – 9:00 p.m. and press 5. Rides must be canceled 2 hours prior to the scheduled ride. Failure to cancel may result in suspension of service.



SERVICE HOURS

Monday through Saturday
5:30 a.m. – 10 p.m.

Sunday

6 a.m. – 7:30 p.m.

*Holiday hours may vary.
Please check online for updates.*

