How to schedule Sun Van rides:

Reservations are required to use Sun Van. Once someone has been certified to use this service, call to make a reservation for the time the rider wants to be picked up, or for the time of their appointment. Reservations are accepted three days in advance when made Monday through Thursday, and five days in advance on Fridays. Making a reservation as soon as possible gives the rider the best chance of getting a reservation for the time needed.

Below is a worksheet to help gather the information Sun Van will need. Remember to speak slowly when calling.

**Sun Van Scheduling Worksheet**

Name: ____________________________________________________________________

Sun Van ID#: _______________________________________________________________

Where do you need a ride from?
___________________________________________________________________________

☐ Pick up time: _________________ or ☐ Time of appointment: ________________

Where are you going? (Address)
___________________________________________________________________________

Return Trip:

Do you need a return ride? ☐ Yes ☐ No

Time you want to be picked up for your return ride: _________________________________

Where are you going? (Address)
___________________________________________________________________________

When to Call Sun Van to Schedule a Ride:

It is best to call at 8:00 am, 3 days in advance, or on Fridays, 5 days in advance.

Calls can be made starting: For a ride on:

- Friday at 8:00 am → Monday
- Friday at 8:00 am → Tuesday
- Friday at 8:00 am → Wednesday
- Monday at 8:00 am → Thursday
- Tuesday at 8:00 am → Friday
- Wednesday at 8:00 am → Saturday
- Thursday at 8:00 am → Sunday

Remember:
- To ride Sun Van there is an application, certification and applicant interview process. See the Sun Van Basics Tip Sheet at the Informational Tip Sheets link to the right.
- 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 have 5 minutes from the time Sun Van arrives to board the van. If the rider needs to cancel, call Sun Van 2 hours before the scheduled pick up time. No-shows can mean that a person’s Sun Van certification is temporarily suspended.
- For more information about Sun Van and other accessible transportation options in Albuquerque, visit the Information Network website under Informational Tip Sheets.

Sun Van
505-243-7433
www.cabq.gov/transit/paratransit-service

Sun Van Reservations
505-243-7433 Ext. 5

Cost of Rides
$2.00 each one-way trip
$18.00 for 10 coupons

Credit and debit cards are not accepted as payment.

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/infonet/tip-sheets.html

The information contained in this document is for general purposes only. This is not intended to provide medical or legal advice.

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