Application and Certification:
Client submits application to the ADA Paratransit Eligibility Office and is certified for ADA paratransit services (Sun Van)

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Electronic Account Created & Client Informed:
At the time of approval for ADA paratransit services (Sun Van), the client's electronic account is created in Trapeze and the client is sent a letter via US Mail advising them that they are approved for Sun Van. The letter also advises them of the City's Low Income Program, provides forms to be certified for the program and specific directions.

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Client Make Payment:
Clients may make payment via the following (dollar amount in correct increments ($10.00 – Economy, $30.00 - Full Fare):

- Cash, Check, or Credit Card (in-person at Special Service Office)
- Check (US Mail)
- Charge (Telephone) **Most frequently used option*

At the time a client makes payment, the Special Services Office does the following:

- Checks eligibility dates to make sure the client is actually certified by the ADA Paratransit Eligibility Office
- Checks fare type (regular or low income)
- Checks paratransit service provider
- *Verifies client's account balance with client*

All payments are processed within the Special Services Office's Automated Fare Management and (AFM) system and within the Trapeze system.

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Client Calls Sun Van to Schedule or Cancel Trips:
Once funds have been placed in the client's account, they may call Sun Van to schedule their trip(s). Upon booking a trip, the client's funds are deducted accordingly from their electronic account. Conversely, at the time a client cancels a trip(s) the funds are credited to their electronic account. *Client's account balances can be verified at this time.*