

ADA SERVICE AREA FOR PERSONS WITH DISABILITIES

WHO IS ELIGIBLE FOR ADA SERVICE?

Under the Americans with Disabilities Act (ADA), any individual who has a disability that prohibits riding fixed-route service, and has an ADA Eligibility letter from the City of Tucson's ADA Eligibility Office is eligible to ride Sun Shuttle in the ADA service area indicated by the map below. For details on ADA qualification, visit 149 N. Stone Ave., Tucson, or call (520) 791-5409.

SERVICE HOURS

Monday-Friday 6:00 a.m. – 8:00 p.m.
Weekend & Holidays 9:00 a.m. – 6:00 p.m.

CUSTOMER SERVICE HOURS: (520) 229-4990

Monday – Friday: 7:00 a.m. – 4:00 p.m.
 Reservations are required one to seven days in advance.
 Trip requests must be made no later than 4 p.m. the day before the trip.

SERVICE AREA

All ADA-qualified passengers must originate a round-trip in the General Public Service Area.

COMPLEMENTARY ADA VS. OPTIONAL TRIPS

Sun Shuttle provides two types of paratransit services: Complementary ADA - paratransit service required by the ADA, and Optional Service - service that goes above and beyond what is required by the ADA.

Complementary ADA Service

- Trips within 3/4 mile of Sun Shuttle, Sun Tran and Sun Link fixed-route service.
- Trips provided during scheduled hours for nearby Sun Shuttle, Sun Tran and Sun Link fixed routes.
- Trips within General Service Area and to Complementary Service Area (excluding weekends and holidays.)

Optional Service

- Trips beyond the 3/4-mile limit and beyond scheduled hours for nearby Sun Shuttle, Sun Tran and Sun Link fixed-route service.
- Same day requests
- Will Call scheduling
- Weekends and Holidays

ONE-WAY CASH FARES

Complementary ADA, Full Fare	\$3.20
Complementary ADA, Low-Income	\$1.60*
Optional Service, Full Fare	\$6.00
Optional Service, Low-Income	\$4.00*

Customer service can assist in determining whether your trip is considered Optional service.

A full fare is required for ADA passengers traveling within the General Public Service Area.

* To be eligible for the low-income fare, passengers must obtain the SunGO ID & Card from Special Services Office, 35 W. Alameda St., Tucson. Call (520) 791-4100 for information.

** Fares and passes subject to change.

RULES FOR RIDING

Sun Shuttle is available on a first-come, first-served basis. Do your part to help us create a pleasant and comfortable ride for everyone.

Be Safe and Respect Other Riders

- Shirt, pants and shoes are required.
- No smoking on board, including electronic cigarettes.
- Never interfere with the driver's ability to drive safely.
- Always keep arms, head and hands inside the vehicle.
- Gasoline-powered (GP) bicycles, GP scooters and GP skateboards are not allowed on vehicles or bike racks.
- Vehicle batteries and gas containers are not allowed inside transit vehicles.
- Except for service animals, keep pets leashed or enclosed in a cage or cardboard box.

Take Care of Your Bus

- Keep food and drinks in closed containers. No eating on the transit vehicle. No alcoholic beverages.
- Do not litter or create unsanitary conditions. Take your trash with you.
- Do not damage transit property.

ALL DIAL-A-RIDE TRIPS REQUIRE A RESERVATION

POLICIES

Sun Shuttle has various policies in place to ensure safe and efficient service to our community. To learn about the policies, please call (520) 229-4990 or visit www.suntran.com/sunshuttle.

What do you think of our services? Email your ideas to sunshuttle@rtamobility.com

Title VI Policy: Sun Shuttle operates public transit services without regard to race, color or national origin. If you would like additional information on Sun Shuttle's nondiscrimination obligations or would like to file a complaint, please call (520) 792-9222 (TDD: 628-1565).

Requests for Reasonable Modification Policy: Per the Americans with Disabilities Act, regional transit providers who receive federal financial assistance are committed to responding to requests for reasonable modifications of their policies, practices or procedures.

For more information, visit suntran.com/reasonable_modifications.php

WAYS TO PAY & TRANSFER

Passengers must pay for their fare in advance. Call customer service at (520) 229-4990 to make payment.

To be eligible for the low-income fare, passengers must obtain the SunGO ID & Card from the Special Services Office, 35 W. Alameda St., Tucson. Call (520) 791-4100 for more information.

Please note that until further notice, SunGO and SunGO ID & Card cannot be used as a form of payment on Oro Valley Dial-A-Ride.

CONNECT TO SUN TRAN

Sun Tran Routes 1-99 operate 365 days a year. Sun Express Routes 101X-312X operate during peak morning and afternoon commute times Monday through Friday. To view Sun Tran and Sun Express schedules, pick up a *Ride Guide* on the bus or visit www.suntran.com. Call (520) 792-9222 for trip planning assistance.

CANCELLATIONS

Please call by 4 p.m. the day before your scheduled trip to cancel.

CONTACT US (520) 229-4990

Customer Service Hours:
Monday-Friday 7:00 a.m. – 4:00 p.m.

www.orovalleyaz.gov/town/departments/public-works/transit-services

HOLIDAY SERVICE

Holiday service available to ADA-certified passengers only. For a list of observed holidays, call (520) 229-4990.

Passengers must pay for their fare in advance. Call customer service at (520) 229-4990 to make payment.

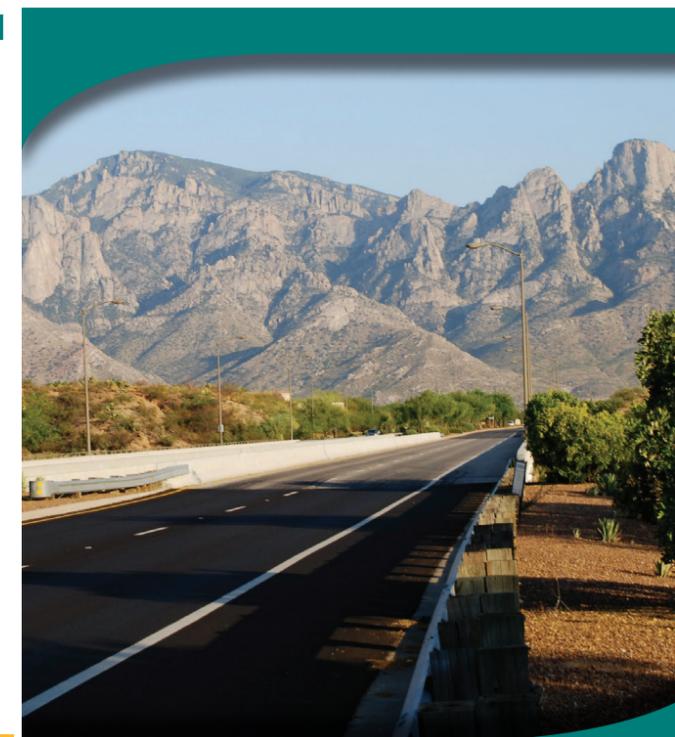
Information in alternate formats available upon request. Para información en Español, favor de llamar al (520) 792-9222.

Oro Valley – Catalina

Dial-a-Ride

General Public, Disabled & Senior Service

Effective November 2019



Neighborhood transportation & connection to Sun Tran routes.

(520) 229-4990
www.suntran.com

WHAT IS DIAL-A-RIDE?
 Sun Shuttle provides dial-a-ride service for individuals traveling in Oro Valley. Service areas vary for seniors, persons with disabilities or the general public. For service area boundary details, call (520) 229-4990 or visit www.suntran.com/sunshuttle.

WHICH SERVICE IS FOR YOU?
 There are three types of dial-a-ride services available with varying qualifications. See what service you qualify for.

- General Public - Everyone qualifies to ride in the blue service area.
- ADA-Certified Passengers – Must originate a round-trip in the General Public Service Area and can travel to the DAR Complementary ADA and Optional Service Areas.
- Seniors 65 & Older – Must originate a round-trip in the blue zone and can travel to the yellow or green zones.

HOW TO DIAL-A-RIDE

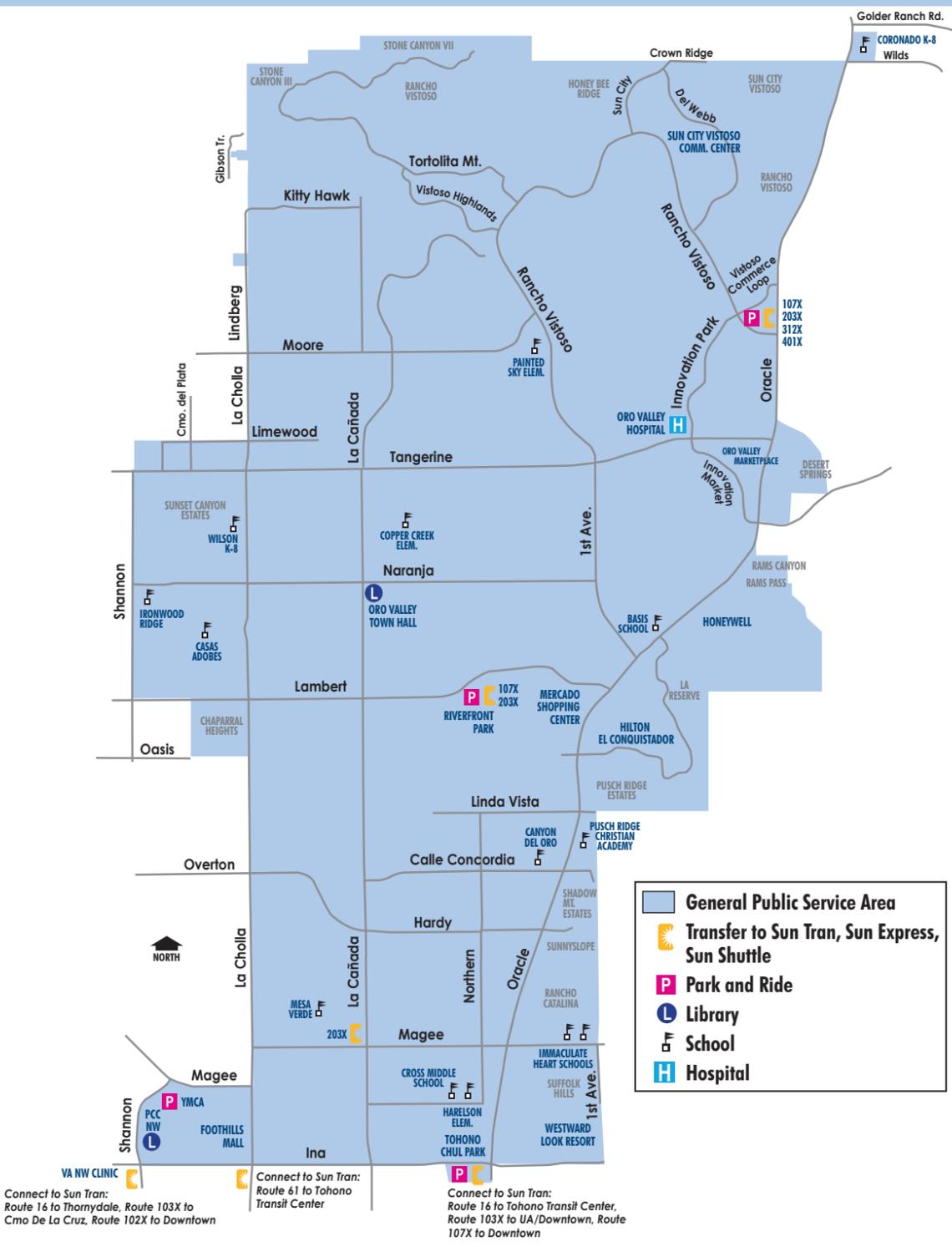
- To schedule and pay for your ride, call (520) 229-4990 one to seven days in advance, or visit: <https://www.orovalleyaz.gov/town/departments/public-works/transit-services>

- When scheduling your trip, provide your name, date of travel, departure location, destination and desired arrival time.

- Be ready at your scheduled pick-up location at least 5 minutes early. Wait where the Sun Shuttle driver can see you.

- When you board, verify your desired drop-off location with the driver.

- Gather personal belongings before you exit. If you have a bike stored in the bike rack, let the driver know you need to unload your bike. Sun Shuttle is not responsible for items left on the vehicle.



WHO IS ELIGIBLE?
 Anyone can ride the Sun Shuttle Dial-a-Ride general public service who is traveling within the area indicated on the blue map. Qualified senior and disabled passengers can travel outside this area, but round-trips must originate in the blue zone. View qualified senior and disabled service areas for details.

SERVICE HOURS
Monday-Friday 6:00 a.m. – 8:00 p.m.

ONE-WAY CASH FARES

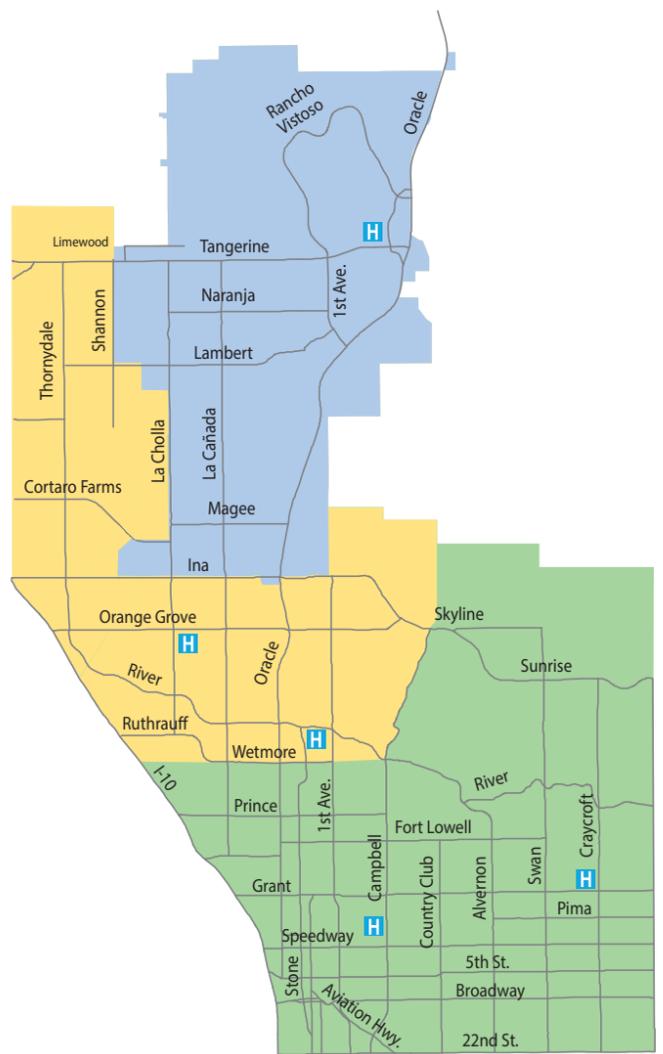
Full Fare	\$3.20
5 years and under	FREE (with paying passenger)

** Fares and passes subject to change.*

RESERVATIONS
 Reservations are required one to seven days in advance. Trip requests must be made no later than 4 p.m. the day before the trip. Please call (520) 229-4990 to make your reservation or visit: orovalleyaz.gov/town/departments/public-works/transit-services

Customer Service Hours:
Monday-Friday 7:00 a.m. – 4:00 p.m.

Passengers must pay for their fare in advance. Call customer service at (520) 229-4990 to make payment.



WHO IS ELIGIBLE FOR SENIOR SERVICE?
 Individuals aged 65 or older are eligible to use Sun Shuttle’s Dial-a-Ride service in the senior service area as long as a round-trip originates in the blue zone. Previous Coyote Run passengers under the age of 65 who were eligible to ride are still eligible. All new senior service passengers must be age 65 or older.

SERVICE AREA
 Qualified seniors must originate a round-trip in the Blue Zone, and travel within the Blue Zone, or to the Yellow or Green Zones. Transportation to “major medical facilities” beyond the Green Zone is also provided. For trips with multiple destinations or one-way trips, ask your reservationist.

ONE-WAY CASH FARES

Outbound Trip		Return Trip	
Blue to Blue	\$3.20	Blue to Blue	\$3.20
Blue to Yellow	\$6.00	Yellow to Blue	\$6.00
Blue to Green	\$9.00	Green to Blue	\$9.00

If not returning to the Blue Zone, please ask your reservationist for details.

5 years and under **FREE (with paying senior).**
** Fares and passes subject to change.*

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