

The following policies apply to customers qualified through the Americans with Disabilities Act (ADA).

Personal Care Attendants (PCA)

A PCA can ride free with a disabled passenger. PCA designation is determined through the ADA application process. For questions regarding the ADA and certification process, please call the City of Tucson ADA Eligibility Office at (520) 791-5409.

Will Calls

Requests for will call trips will be accepted, however the pick-up wait time may be up to 2 hours.

Rider Assistance

Sun Shuttle Dial-a-Ride provides origin-to-destination service for ADA paratransit-eligible customers. Upon request, the driver can provide assistance between the entrance of your pick-up location or destination, and your seat on the bus.



Oro Valley Sun Shuttle Dial-a-Ride Policies



The following policies are provided as a supplement to the Oro Valley Sun Shuttle Dial-a-Ride brochure.

Fare Payment

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

Same Day Service

May be allowed, based on availability.

Trip Prioritization

No trips are prioritized over others; first come, first-served.

Trip Denial

Trips are scheduled as reservations are received. Denials are permitted if the schedule cannot accommodate the requested trip.

Pick-up Window

The vehicle may arrive up to 15 minutes before or 15 minutes after your scheduled pick-up time.

No Show, Late, Cancellation Policy

Sun Shuttle Dial-a-Ride is a shared transportation service, and we are dedicated to making all scheduled trips. The driver will make his or her presence known, call dispatch, and wait a minimum of 2 minutes.

Excessive No Show

On-time performance and maintaining our ability to serve all our passengers is extremely important. Therefore if a passenger misses 3% of scheduled trips, a warning letter is sent; 5% missed trips may result in a potential suspension with ability to appeal.

Bags and Packages

Sun Shuttle Dial-a-Ride drivers are available to assist customers with bags or packages. For safety and occupancy concerns, passengers are limited to 4 bags. The total weight should not exceed what can be reasonably carried by one person in one trip (approximately 40 lbs.).

On-time Pick-up Standard

It is our standard to deliver 90% of all trips within pick-up window.

On-time Drop-off Standard

It is our standard to deliver 95% of all trips within the drop-off window.

On-time Window

Arrival at your destination may be up to 30 minutes prior to the scheduled arrival time.

No Strand Policy

No customer with a scheduled return or will-call will be left stranded.

