

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.

CUSTOMER SERVICE HOURS

Monday – Friday: 7:00 a.m. – 4:00 p.m.
Call (520) 229-4990 or visit orovalleyaz.gov and click on Need a Ride.

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

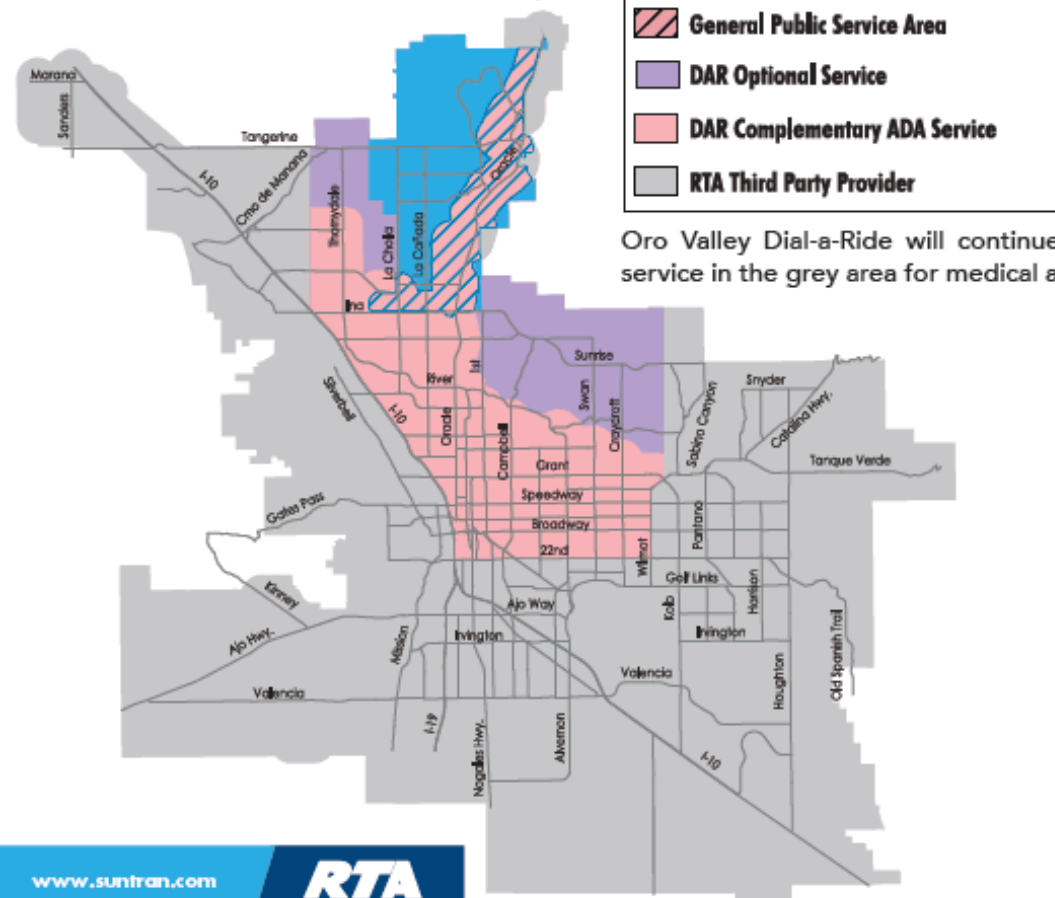
All ADA-qualified passengers must originate a round-trip in the General Public Service Area.

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.

TRIPS AVAILABLE

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



Complementary ADA Service

- Trips within ¾ 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 ¾-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

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

FARES

Fares are currently FREE.

**ALL DIAL-A-RIDE TRIPS
 REQUIRE A RESERVATION**