



*Town of Oro Valley
Community Development and Public Works
Transit Services Division*

March 5, 2018

Dear Dial-A-Ride Customer,

This letter serves as notice of significant changes to the way you pay for your ride on Sun Shuttle Dial-A-Ride vehicles. The Town of Oro Valley has begun the transition to an account-based payment system for your convenience and safety. These changes are part of the Town's ongoing efforts to provide enhanced customer care as we work to improve your mobility by making it easier to manage your rides. The use of tickets and cash will no longer be permitted in our new system. Payments will be handled by our system when you call to book a ride.

How does it work?

Your account is already set up and ready for funding. To add funds to your account, just call us at 520-229-4990. We will add money to your account with your first payment; future payments can be made over the phone, via mail, or in person at either of our offices. We will apply your payment to your account immediately, and you can begin riding right away using your prepaid account. We will convert your white punch cards at our offices, or you can add money to your account using cash, check or a credit card. This program is free to use; there are no charges for adding or using your funds.

Paying for a ride will be easier than ever. Each time you reserve a ride, the cost of the fare will be deducted from your account balance. Each time you cancel a ride, the cost of the fare for that ride will be added back to your account balance. These transactions will take place at no cost to you. You will no longer have to carry cash or a voucher—all payments will be handled by our system.

When your account balance gets low, we'll give you a call to let you know. If your balance dips too low to cover your next fare, you will not be charged any overages—you will simply need to reload it before riding again. You can reload any amount between \$25 and \$250, and you can call us to check your balance at any time. If you will not be

riding any longer, you can close your account at any time, and all your money will be refunded—there are no administrative fees or closeout charges.

Your funds will not expire, so if you leave town to travel for several months, your balance will be waiting for you when you return.

When will the new accounts start working?

Some riders have already begun using their accounts. As soon as your account is set up, you'll be ready too!

As of April 2, 2018, white and yellow/blue vouchers will no longer be available for purchase.

As of June 29, 2018, drivers will no longer accept cash or white vouchers.

Please note that yellow/blue vouchers will continue to be accepted for a limited time after June 29, 2018; however, we ask that you please use up your yellow/blue vouchers before setting up your new account.

Questions? Concerns? Feedback?

Please feel free to call Mike Alexander at 520-229-4980 with any questions, or via e-mail at malexander@orovalleyaz.gov. We look forward to helping you set up your account, and continuing to provide you with great customer service. You can also stop by either of our walk-in/mail-in locations:

Oro Valley Transit Services

Attn: Transit Division
12941 N Pusch Mountain View Ln
Oro Valley, AZ 85755

Oro Valley Town Hall – Main Campus

Attn: Transit Division (CDPW Building)
11000 N La Cañada Dr
Oro Valley, AZ 85737

Thank you,
Your Transit Team



520-229-4990