

ADA SERVICE AREA FOR PERSONS WITH DISABILITIES

WHO IS ELIGIBLE FOR ADA SERVICE?

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 at left. For details on ADA qualification, visit 149 N. Stone, Tucson, or call (520) 791-5409.

SERVICE HOURS

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

RESERVATIONS: (520) 229-4990

Monday – Friday: 7 a.m. – 4 p.m.

Reservations are required one to seven days in advance.

For weekend and Monday travel, reservations should be made by Friday of the previous week

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 Americans with Disabilities Act (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 Sunday)

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

ONE-WAY CASH FARES

Complementary ADA, Full Fare **\$3.00**
 Complementary ADA, Low-Income **\$1.50*** (paying by cash or voucher only)

Optional Service, Full Fare **\$5.00**
 Optional Service, Low-Income **\$3.50*** (paying by cash or voucher only)

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

A full fare is required for ADA passengers travelling 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, 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 and shoes are required.
- No smoking on board.
- 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 enclosed in small cages or cardboard boxes.

Take Care of Your Bus

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

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 service? E-mail 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 utilizing the general public dial-a-ride service can pay full fare with cash or Oro Valley Sun Shuttle tickets.

Sun Shuttle general public dial-a-ride service will honor valid transfers. A surcharge will be required when connecting.

To be eligible for the low-income fare, passengers must obtain the SunGO ID & Card from the Special Services Office, 35 W. Alameda, 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.

OTHER ACCEPTED PASSES

Sun Shuttle dial-a-ride service in Oro Valley currently accepts Oro Valley Sun Shuttle tickets, Pima County ADA vouchers or cash. Call for current ticket sales locations.

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. If cancelling a Monday trip, please call by Friday of the previous week.

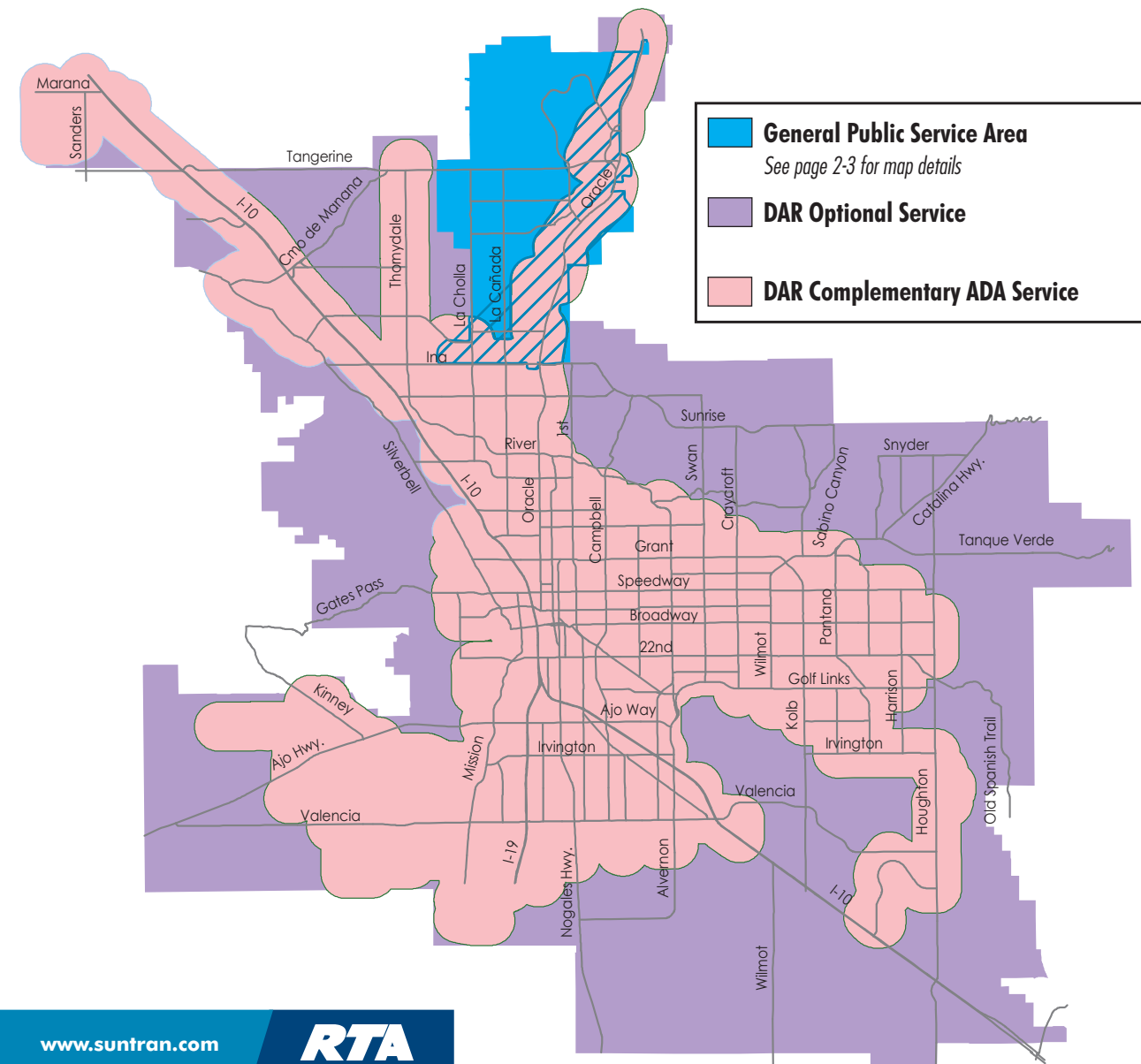
CONTACT US (520) 229-4990

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

HOLIDAY SERVICE

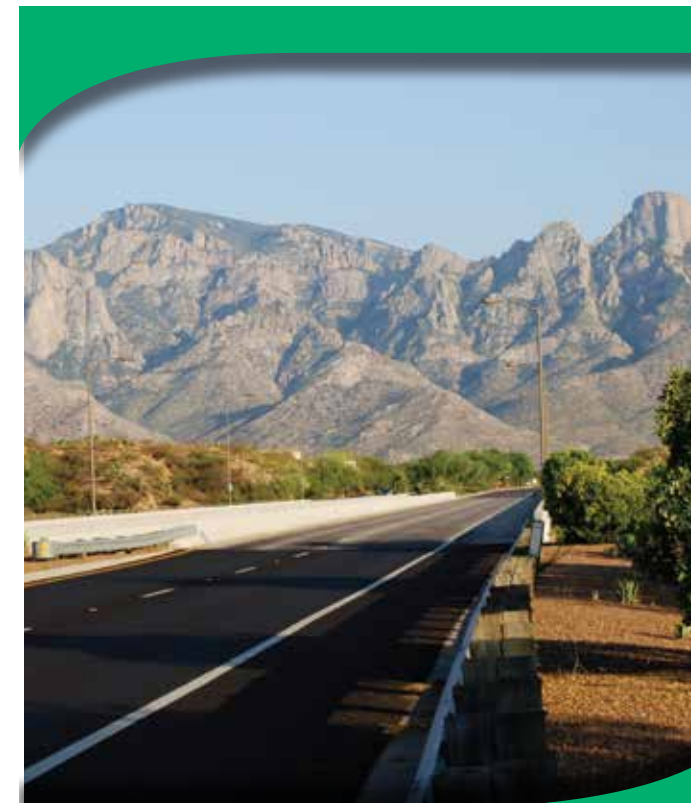
Holiday service available to ADA certified passengers only. For a list of observed holidays, call (520) 229-4990.

ALL DIAL-A-RIDE TRIPS
 REQUIRE A RESERVATION



Oro Valley – Catalina Dial-a-Ride

General Public, Disabled & Senior Service
 Effective August 6, 2017 – March 6, 2018



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.

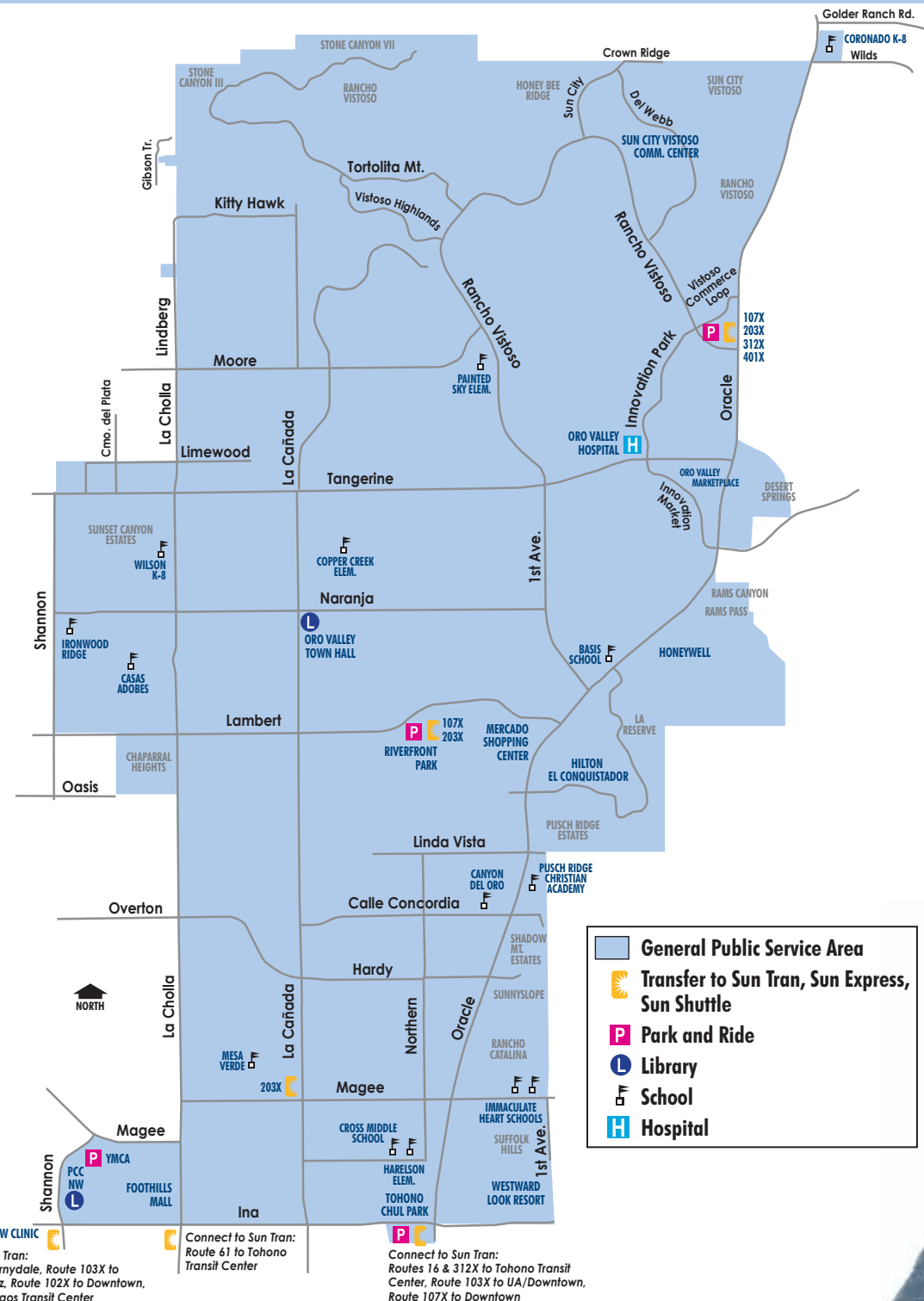
WHICH SERVICE IS FOR YOU?

There are three types of dial-a-ride service 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

- Call (520) 229-4990 to schedule your ride one to seven days in advance.
- 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.
- Be ready to board with your correct fare.
- 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.



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 a.m. – 8 p.m.

ONE-WAY CASH FARES

Full Fare **\$3.00**
 5 years and under **FREE** (with paying passenger)

* Fares and passes subject to change.

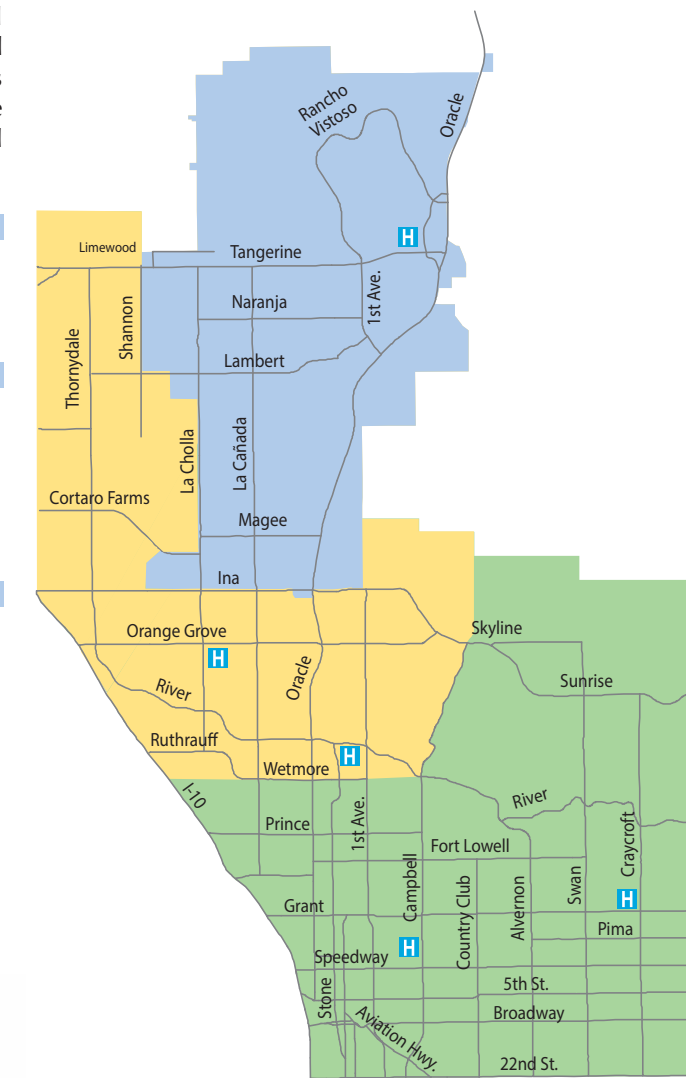
RESERVATIONS

Reservations are required one to seven days in advance. Please call (520) 229-4990 to make your reservation.

Reservation Hours:

Monday-Friday 7 a.m. – 4 p.m.

For Monday travel, reservations should be made by Friday of the previous week.



WHO IS ELIGIBLE FOR SENIOR SERVICE?

Individuals aged 65 or older are eligible to utilize 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

Fares vary depending on which zone you end your trip.

Outbound Trip		Return Trip	
Blue to Blue	\$3.00	Blue to Blue	\$3.00
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).

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