

YOUR GUIDE TO
SUNGO
Fast ▶ Easy ▶ Smart



Effective June 30, 2013

(520) 792-9222

TDD 628-1565 • www.suntran.com



ABOUT SUNGO

SunGO utilizes smart card technology to provide a convenient way to pay a fare and transfer throughout the region on Sun Tran, Sun Express, Sun Shuttle and the Sun Link modern streetcar. The SunGO smart card serves as your fare payment card that can store cash value or passes for your convenience and boarding ease. Just tap the card to the farebox and go!

Benefits of SunGO

Passengers will enjoy the following benefits:

- Single card to pay all fares
- More convenient purchasing options for all
- Balance protection for registered cards
- Faster boarding to keep buses on time
- It's Fast – Easy – Smart!

Register Your Card

To realize the benefits of registration listed below, full fare passengers with a SunGO Card must create an account and register your card online at www.suntran.com/sungo. Economy fare passengers with a SunGO ID & Card, your card is automatically registered at the time of issue.

Benefits of Registration

- Auto Buy - Schedule a pass or value to automatically load onto your card.
- Safety Net - If there isn't enough value on your SunGO Card, the card will allow passengers to go into negative value. In order to use card again, passengers will need to add value.
- Balance Protection - Protect the pass or value on your card if lost or stolen.

The SunGO regional fare payment system is funded by the voter-approved RTA Plan.



CARD & TICKET OPTIONS

Full Fare Cards

Full Fare Passengers can purchase a blank SunGO Card for \$2, then load passes or cash value to easily pay the fare. The SunGO Card is a long-term plastic product that can last up to 4 years with proper care. Get yours today!



Full Fare Tickets

1-Day and 30-Day SunGO Tickets are also available for purchase. The SunGO Ticket is a short-term paper product that can last up to 90 days. There is a \$.40 fee for each new ticket purchased.



Economy Fare Cards

Effective June 30, 2013, the only accepted ID as proof of economy fare qualification is the SunGO ID & Card. This card is a long-term plastic card that will serve as the all-in-one ID and fare payment card by storing cash value or passes for passenger convenience. Seniors 65 years and older, low-income riders, Medicare cardholders and disabled individuals may apply for the economy fare at the Special Services Office. Once approved and the \$2 processing fee is paid, you will be issued your own SunGO ID & Card.



Low-income qualified individuals must re-apply at the Special Services Office annually. Seniors, Medicare cardholders and disabled persons must re-apply every four years.

FARE PAYMENT OPTIONS & PRODUCTS

There are three ways a passenger can pay a transit fare:

Cards

Various products can be loaded in advance on the SunGO Card and SunGO ID & Card to ensure you're ready to board.

- 30-Day Pass
- 30-Day Economy Fare Pass (*only for SunGO ID & Cardholders*)
- 30-Day Express Pass
- 1-Day Pass
- Cash value up to \$50

Tickets

- 30-Day Ticket
- 1-Day Ticket

Tickets can be re-loaded with the same pass originally purchased. Any non-activated passes will be lost when the ticket expires on the 90th day.

Cash

Although paying with a SunGO card or ticket is recommended for convenience, passengers can still pay the cash fare. Exact change is required.

Product descriptions:

30-Day Pass

The new 30-Day pass offers greater flexibility and convenience as it can be activated on any day of a month. When tapped on the farebox, the pass is valid for 30 consecutive days from that date.

1-Day Pass

Once a 1-Day pass is activated at the farebox, it is valid for 24 hours from that time, regardless of what time of day the activation occurs, offering a greater value.

Cash Value

Passengers can add cash value up to \$50 onto a SunGO Card or SunGO ID & Card to pay by the ride. When used to pay the cash fare, the system will deduct the appropriate one-way fare and load a free transfer onto the card. Cash value cannot be loaded onto a SunGO Ticket.

For a complete list of transit fares, visit www.suntran.com.

TRANSFERS

All passengers paying by the ride receive a free transfer, valid for up to two hours or two trips. Return trips are not allowed with a transfer. The type of transfer received depends on how the transit fare is paid.

SunGO Card or SunGO ID & Card

If paying with cash value from a card, a transfer will automatically be loaded on the card when tapped on the farebox.

Paying Cash

Full fare passengers with a SunGO Card will tap the card after paying cash to load the transfer on the card. If no SunGO Card is present, then a SunGO Transfer Ticket will be provided. Please keep the smart transfer ticket for later use, as additional transfers can be loaded on this ticket when paying a cash fare for up to 30 days.

Economy Fare passengers paying cash must still tap their SunGO ID & Card as proof of reduced fare qualification. If a transfer is needed, just tap the card a second time after paying the fare to load the transfer.



WHERE TO BUY CARDS & TICKETS

Full Fare Passengers

SunGO Cards, 1-Day and 30-Day tickets can be purchased the following ways:

- www.suntran.com/sungo
- Ticket Vending Machines at transit centers
- Pass sales outlets*
- Sun Tran's Office
- Special Services Office
- By Phone
- By Mail

Economy Fare Passengers

To qualify for the economy fare as a senior, low-income, Medicare cardholder or disabled individual, you must visit the Special Services Office at 35 W. Alameda to submit an application. For information about the application process, call (520) 791-4100 or visit www.suntran.com/fares_reduced.php.

Where to Add Pass or Value

For passenger convenience, there are many locations to load a pass or cash value on SunGO Cards, SunGO ID & Cards and SunGO Tickets:

Where to Add Pass or Value	suntran.com	Ticket Vending Machines	Sales Outlets*	Sun Tran Office	Special Services	Phone
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Full Fare Products

SunGO Card	•	•	•	•	•	•
1-Day Ticket		•	•	•	•	
30-Day Ticket		•	•	•	•	

Economy Fare Products

SunGO ID & Card	•	•	•	•	•	•
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*Pass sales locations available at suntran.com or call (520) 792-9222.

Passes not available for purchase on the bus.