

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

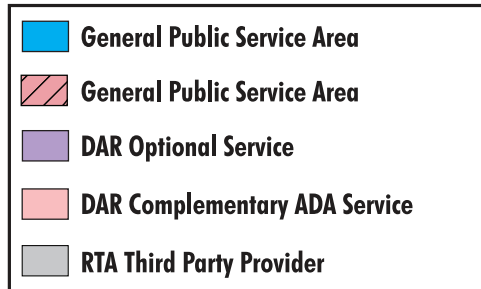
Monday – Friday: 7:00 a.m. – 4:00 p.m.
Call (520) 229-4990 or visit orovalleyaz.gov and click on Need a Ride.

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 HOURS

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



Oro Valley Dial-a-Ride will continue to provide service in the grey area for medical appointments

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.

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 weekends and holidays.)

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
- 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

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, pants and shoes are required.
- No smoking on board, including electronic cigarettes.
- 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 leashed or enclosed in a cage or cardboard box.

Take Care of Your Bus

- Keep food and drinks in closed containers. No eating on the transit vehicle. No alcoholic beverages.
- Do not litter or create unsanitary conditions. Take your trash with you.
- Do not 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 orovalleyaz.gov and click on Need a Ride.

What do you think of our services? Email 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

Fares are currently FREE.

TRANSIT CONNECTIONS

Sun Tran Routes 1-99 operate 365 days a year. Sun Express Routes 101X-204X operate during peak morning and afternoon commute times Monday through Friday. Or connect to any of the Tucson area Sun Shuttles routes from Ronstadt Transit Center. If in the Downtown area, Sun Link streetcar commutes from San Augustin Mercado to the University of Arizona.

To view Sun Tran, Sun Express and Sun Link schedules or connect to any of the Tucson area Sun Shuttle routes, pick up a Ride Guide on the bus or visit www.suntran.com or pick up a Sun Shuttle booklet. Call (520) 792-9222 for trip planning assistance.

CANCELLATIONS

Please call by 4 p.m. the day before your scheduled trip to cancel.

CONTACT US

(520) 229-4990

or visit orovalleyaz.gov and click on Need a Ride.

CUSTOMER SERVICE HOURS

Monday – Friday: 7:00 a.m. – 4:00 p.m.

HOLIDAY SERVICE

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

Information in alternate formats available upon request.

Para información en Español, favor de llamar al (520) 792-9222.

Oro Valley – Catalina

Dial-a-Ride

General Public, Disabled & Senior Service

Effective November 2023



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.

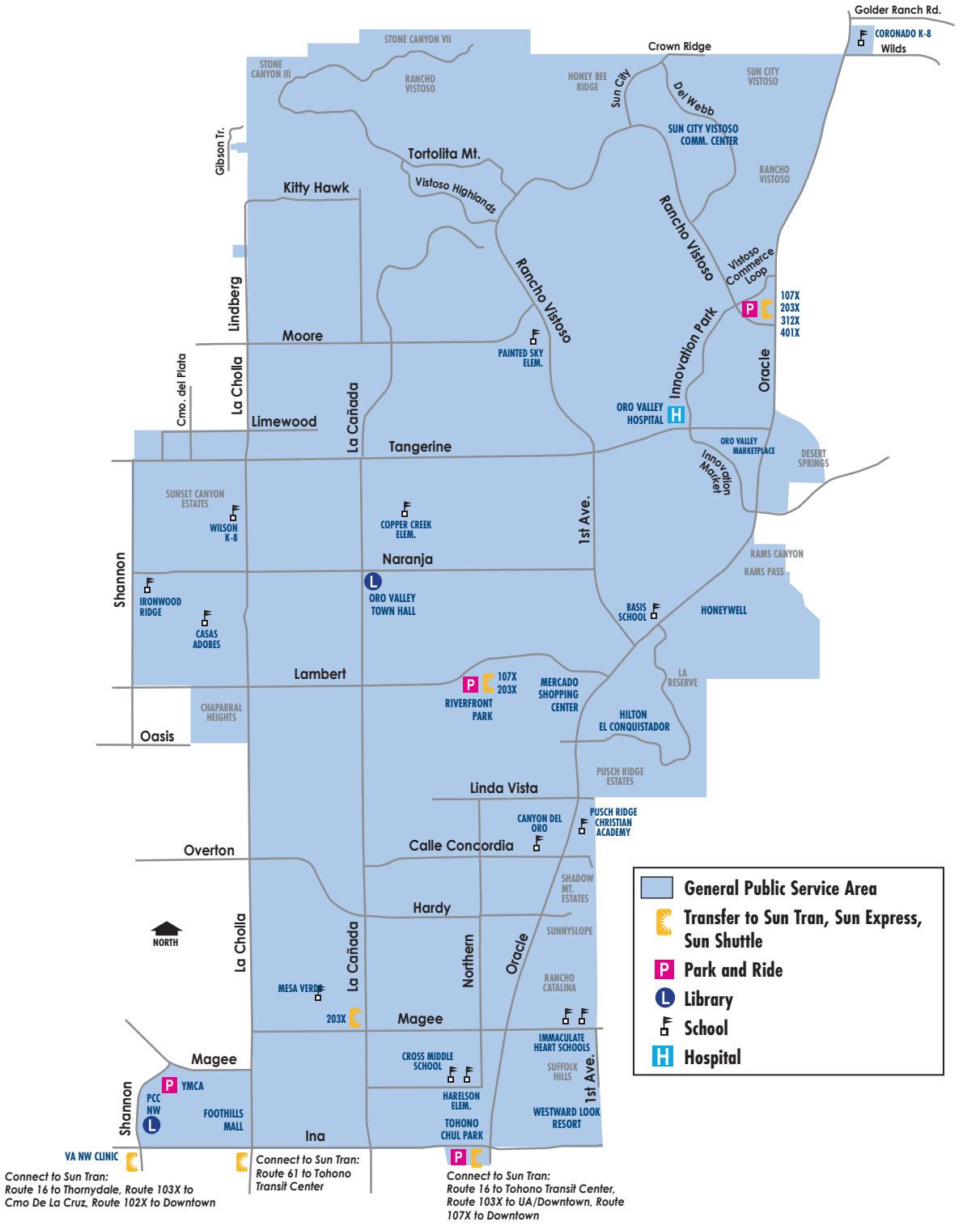
WHICH SERVICE IS FOR YOU?

There are three types of dial-a-ride services 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

- To schedule a ride call (520) 229-4990 one to seven days in advance, or visit orovalleyaz.gov and click on Need a Ride.
- 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.
- 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. Sun Shuttle is not responsible for items left on the vehicle.



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 6:00 a.m. – 8:00 p.m.

FARES

Fares are currently FREE.

RESERVATIONS

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. Please call (520) 229-4990 to make your reservation or visit: orovalleyaz.gov and click on Need a Ride.

CUSTOMER SERVICE HOURS:

Monday – Friday 7:00 a.m. – 4:00 p.m.



WHO IS ELIGIBLE FOR SENIOR SERVICE?

Individuals aged 65 or older are eligible to use 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.

FARES

Fares are currently FREE.

SERVICE HOURS

Monday - Friday 6:00 a.m. – 8:00 p.m.

RESERVATIONS

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. Please call (520) 229-4990 to make your reservation or visit: orovalleyaz.gov and click on Need a Ride.

CUSTOMER SERVICE HOURS

Monday – Friday
7:00 a.m. – 4:00 p.m.

