

 General Public Service Area  
See page 2-3 for map details

 ADA Service Area

 Hospital



**WHO IS ELIGIBLE FOR ADA SERVICE?**

Any individual who has a disability that prohibits riding fixed route service, has been qualified by the City of Tucson's ADA Eligibility office and received an ADA Eligibility Card is eligible to ride Sun Shuttle in the ADA service area indicated by the map at left. For details on the ADA qualification process, please visit 35 W. Alameda, Tucson, or call (520) 791-5409.

**SERVICE HOURS**

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

**SERVICE AREA**

All ADA qualified passengers must originate a round-trip in the blue zone.

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

**ONE-WAY CASH FARES**

Traveling within the blue zone or to anywhere in the pink zone.

Full Fare	<b>\$3.00</b>
Low-Income	<b>\$1.00*</b> (paying by cash or voucher only)

A full fare is required for ADA passengers travelling within the blue zone.

\* 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.

\*\* 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](http://www.suntran.com/sunshuttle).

What do you think of our service? E-mail your ideas to [sunshuttle@rtamobility.com](mailto: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](http://suntran.com/reasonable_modifications.php)

**WAYS TO PAY & TRANSFER**

Passengers utilizing the general public dial-a-ride service can pay full fare with cash.

Sun Shuttle general public dial-a-ride service will honor valid transfers. A surcharge may be required when connecting to premium transit services. Ask your driver for a transfer. Economy fare passengers must show their SunGO ID & Card for the low income fare, but must pay cash, Oro Valley Sun Shuttle tickets or vouchers.

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 Coyote Run and Pima County vouchers, as well as the Oro Valley Senior & ADA pass. Call for current 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](http://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 September 26, 2016 – February 18, 2017



Neighborhood transportation & connection to Sun Tran routes.

 **(520) 229-4990**  
[www.suntran.com](http://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](http://www.suntran.com/sunshuttle).

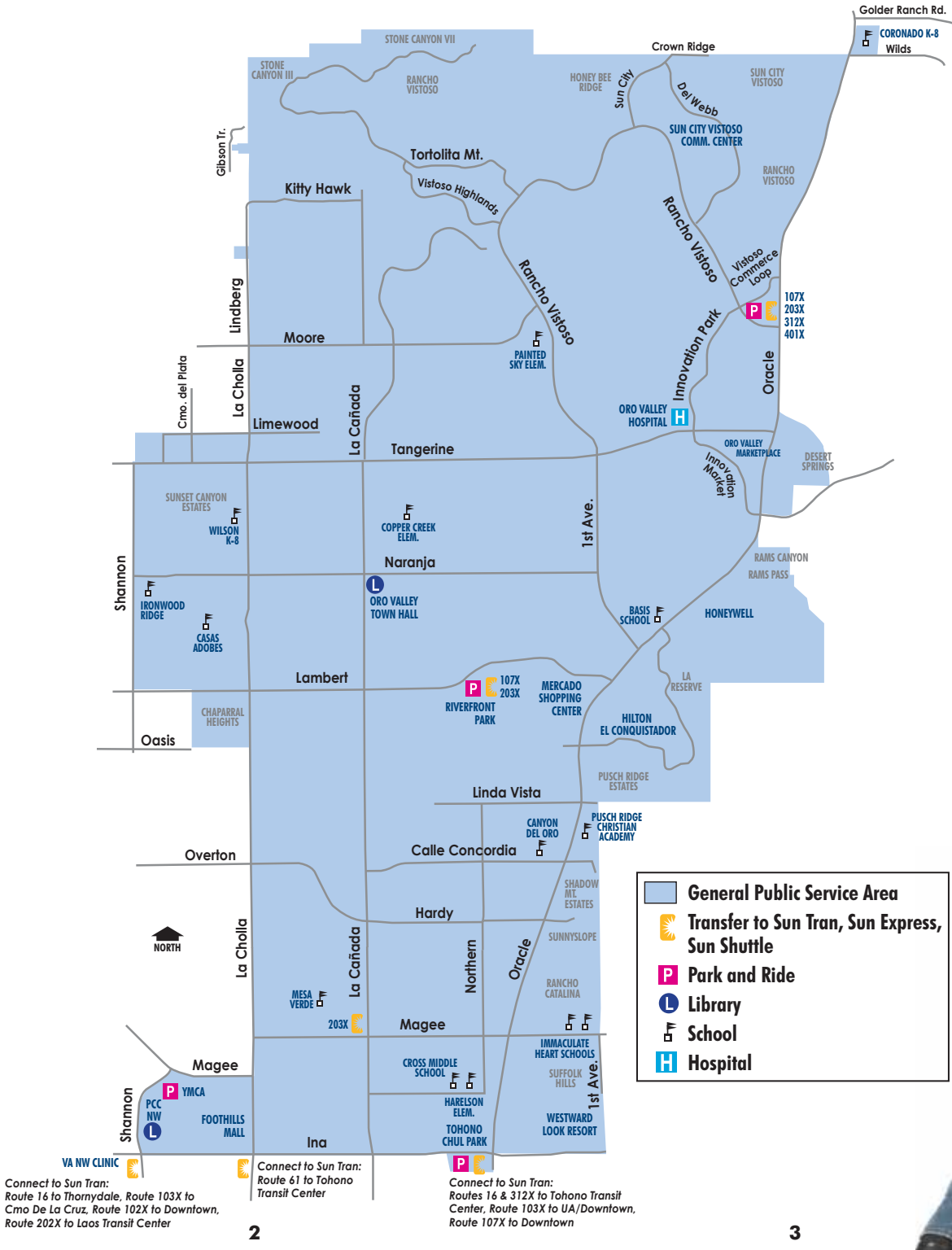
**WHICH SERVICE IS FOR YOU?**

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 blue zone and can travel to the pink zone.
- 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.



1 Connect to Sun Tran: Route 16 to Thornydale, Route 103X to Cmo De La Cruz, Route 102X to Downtown, Route 202X to Laos Transit Center

2 Connect to Sun Tran: Route 61 to Tohono Transit Center

3 Connect to Sun Tran: Routes 16 & 312X to Tohono Transit Center, Route 103X to UA/Downtown, Route 107X to Downtown

**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.

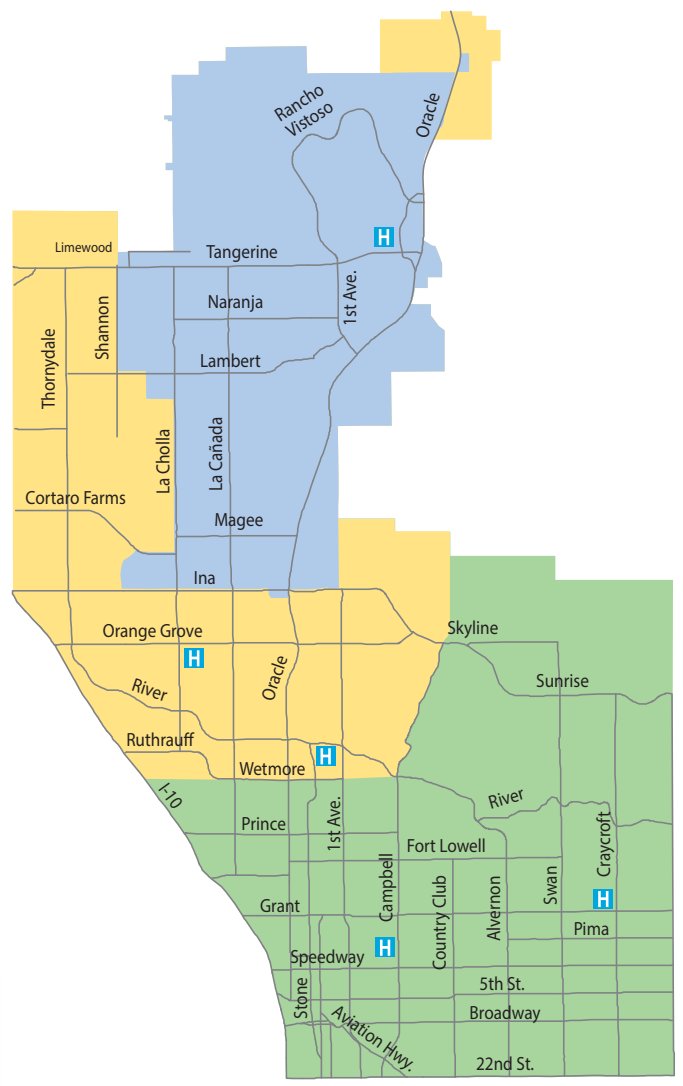
**RESERVATIONS**

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.



General Public Service Area See page 2-3 for map details

Yellow Senior Service Area

Green Senior Service Area

Hospital

**WHO IS ELIGIBLE FOR SENIOR SERVICE?**

Persons 65 years of age 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. 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).

\* Fares and passes subject to change.

**SERVICE HOURS**

**Monday-Friday 6 a.m. – 8 p.m.**

**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.

