



## SunGO Fare Payment – General Information

### What is SunGO?

SunGO utilizes Smart Card technology to provide a convenient way to pay and transfer throughout the region with ease on Sun Tran, Sun Express, Sun Shuttle and the Sun Link streetcar.

### What is a “Smart Card”?

A Smart Card resembles a credit card in size and shape, but inside has a computer chip instead of a magnetic stripe. For transit, the smart card will serve as the fare payment card and can store cash value or passes for passenger convenience and boarding ease. Just hold the card to the farebox or reader validator and go!



### How are passes activated?

When a SunGO Card, SunGO ID & Card or SunGO Ticket is tapped on the farebox/reader validator, the first pass in the queue on the card will be activated from that date/time.

### Where can card or pass expiration dates be checked?

- Ticket vending machines at transit centers
- On the bus (*ask driver for assistance*)
- Pass sales outlets
- [www.suntran.com/sungo](http://www.suntran.com/sungo)
- Special Services Office, 35 W. Alameda, Tucson
- Phone – (520) 792-9222 (TDD: 628-1565)
- Sun Tran Administrative Office, 3920 N. Sun Tran Blvd., Tucson

### What can be done at the farebox on Sun Tran?

- Activate passes
- Check the expiration date of all cards and tickets
- Determine how much value or time is remaining on a currently active pass
- Accepts bills up to \$20. No change given. Although the farebox can accept larger bills, Sun Tran’s policy is for exact change only.
- Validates coins and bills
- When coins and bills are inserted into the farebox, the total inserted will be indicated to the driver on a screen. This will limit the number of passengers paying less than their fare.
- Load a 1-Day Pass on your SunGO Card with value on the card only (*cash payment not accepted to load a 1-Day Pass*).

### Are there transfer restrictions?

All passengers must have a SunGO Card or SunGO ID & Card for a transfer to be issued. For details about transfers, visit [http://www.suntran.com/fares\\_trans.php](http://www.suntran.com/fares_trans.php).

### Are transfers free?

- If paying with a SunGO Card or SunGO ID & Card when boarding the bus, a free transfer will be automatically added onto the card.

## What are the differences between SunGO Cards & Tickets?

### SunGO Card

- Long-term use. A plastic card much like a credit card, designed to last up to 4 years with proper care.
- More product choices (For details, visit [http://www.suntran.com/fares\\_sungo\\_options.php](http://www.suntran.com/fares_sungo_options.php)).
- There is a \$2 surcharge for the card, in addition to the pass or cash value added.
- Customers can register the card to protect the balance if the card is lost, stolen or damaged.
- SunGO cards offer flexibility with a built-in chip that allows you to purchase and store up to two passes plus additional cash value on a card.
- Valid on Sun Tran, Sun Link and select Sun Shuttle routes.

### SunGO Ticket

- Intended for short-term use. A paper ticket expected to last up to 90 days after first use with proper care.
- Limited product options, visit [http://www.suntran.com/fares\\_sungo\\_options.php](http://www.suntran.com/fares_sungo_options.php).
- There is a surcharge for the ticket added to the passes purchased.
- Customers cannot load different passes or cash value on the ticket. If you purchase a 30-day ticket, you may only reload another 30-day pass on that ticket.
- All products on the ticket must be used when the card expires on the 90th day.
- No balance protection.
- Valid on Sun Tran, Sun Link and select Sun Shuttle routes.



## SunGO Cards & Tickets - Full Fare & Economy

### Full Fare Passengers

Full fare passengers can purchase a SunGO Card to load passes or cash value to easily pay the fare. 1-Day and 30-Day SunGO Tickets are also available for purchase.



### Economy Fare Passengers

Seniors 65 years or older, low-income riders, Medicare cardholders and disabled individuals who qualify for the Economy Fare Program through the Special Services Office must obtain the SunGO ID & Card to pay the reduced fare. This card is similar to the SunGO Card, and it will serve as the ID and fare payment card all-in-one. The SunGO ID & Card must be tapped each time you board a bus as proof of qualification. Visit the “Economy Fare Passenger - SunGO ID & Card” section on page 6 for more details.



### How does the 30-Day Pass work?

The 30-Day Pass offers greater flexibility and convenience as it can be activated any day of the month. When tapped on the farebox, the pass is valid for 30 consecutive days from that point on Sun Tran, Sun Link and select Sun Shuttle routes.

### How does the 1-Day Pass work?

The new farebox system technology allows Sun Tran, Sun Link and select Sun Shuttle routes to offer a day pass that can be used for a full 24 hours, giving customers a greater value for their purchase. Once loaded on a SunGO Card or Ticket, a 1-Day Pass is activated when tapped on the farebox for the first time, and is valid for 24 hours from that point.

### Will I get a free transfer?

Yes, all passengers must have a SunGO Card or SunGO ID & Card to receive a free transfer. If transferring to premium service, an additional fare may be required. For example, when an economy fare passenger transfers from Sun Tran regular route to an express route, an additional \$1.50 must be paid.

## Q & A – Full Fare

### What Product is Right for Me?

A SunGO Card, which is a longer-lasting card, offers more flexibility by allowing different passes and cash value to be loaded on the card. The SunGO Ticket is a short-term product that will only allow loading of the same pass for up to 90 days. If you purchase a 30-day ticket, you may only reload a 30-day pass on that same ticket, and any passes must be fully used by the end of the 90th day.

We recommend the SunGO Card for most passengers because of the flexibility to add cash value or passes, ability to register the card to protect the balance if lost or stolen, and the card may last up to four years with proper care.

We recommend the SunGO Ticket for visitors to our community.

### Where to buy SunGO Cards and add passes or cash value?

- Online (*allow up to 48 hours for product to be available on to the card*)
- Ticket Vending Machine – located at each of the three transit centers
- At Sales Outlets - located throughout the community
- Sun Tran’s Administrative Office, 3920 N. Sun Tran Blvd., Tucson
- By Phone – Call (520) 792-9222 or TDD (520) 628-1565

(For a list of sales locations, visit: [www.suntran.com/sungo\\_wheretobuy.php](http://www.suntran.com/sungo_wheretobuy.php))

### Where to buy SunGO Tickets and add passes?

- Online (*initial purchase only, can not re-load tickets online*)
- Ticket Vending Machine – located at each of the three transit centers
- At Sales Outlets - located throughout the community
- Sun Tran’s Administrative Office, 3920 N. Sun Tran Blvd., Tucson
- Special Services Office, 35 W. Alameda, Tucson
- By Phone – Call (520) 792-9222 or TDD (520) 628-1565
- New 1-Day Tickets are available from the ticket vending machines at each Sun Link streetcar stop.

### Why register a SunGO Card?

There are key benefits to taking the time to register your SunGO Card.

#### 1. Balance Protection

To protect the cash value and/or passes loaded on your SunGO Card, we recommend registering your card. That way, if your card is reported lost or stolen, Sun Tran can replace the cash value or days remaining.

#### 2. Auto Buy

Eliminate the need to track the cash value or days remaining on your SunGO Card. Registered SunGO cardholders can set up an account to automatically add value through a secure funds transfer from your credit or debit card on a regular basis. Auto Buy adds a predetermined cash value when the value on your card is depleted, or a new pass is added once the existing product expires.



## Q & A – Full Fare

### **If I am a registered SunGO user and I order a new card, do I need to register again when received?**

Every time a new card is issued it must be registered back to the account. If a card is ordered with product as a registered user, then when card is received, it **MUST** be registered back to the account where purchased for the autoload to be processed.

### **When a SunGO Card or SunGO Ticket is lost, is the pass or value lost as well?**

**SunGO Card** - Not necessarily. To protect the cash value and/or passes you have loaded on your SunGO Card, we recommend registering your card. That way, if your card is reported lost or stolen, Sun Tran can replace the remaining cash value or days remaining.

**SunGO Ticket** - If you were to lose a SunGO Ticket, which cannot be registered, the pass would be lost. To protect your balance, we strongly recommend purchasing the SunGO Card instead of the ticket and registering the card with Sun Tran.

### **Can I automatically add cash value or a pass each month?**

Registered SunGO cardholders can set up an account to automatically add value or pass through a secure funds transfer from your credit or debit card on a regular basis called Auto Buy. Auto Buy adds a predetermined cash value when the value on your card is depleted, or a new pass product is added once the existing product expires.

### **Can I load more than one pass on my SunGO Card?**

For each type of pass (e.g. 1-Day Pass, 30-Day Pass) a card can store one active pass and two others in the queue. Please reference the section on "Where to buy SunGO cards and passes or cash value" for a list of locations.

### **How long will the SunGO Card and SunGO Ticket last?**

SunGO cards may last up to 4 years, while SunGO tickets may last up to 90 days. How long a card lasts depends on how well it's taken care of. Washing, bending or cutting the card or ticket will damage the internal chip, making them inoperable. Once inoperable, a new card would need to be purchased.

### **What happens if my SunGO Card no longer works?**

If there is no physical damage to the SunGO Card, then bring it to the Sun Tran Administrative office. If an evaluation of the card indicates the card has a faulty chip, then the SunGO Card will be replaced at no charge. Otherwise, a new card can be purchased for \$2 online, at sales outlets or at a ticket vending machine at the transit centers.



## Q & A – Full Fare

### **What happens if my SunGO Card no longer works?**

If there is no physical damage to the SunGO Card, then bring it to the Sun Tran Administrative office. If an evaluation of the card indicates the card has a faulty chip, then the SunGO Card will be replaced at no charge. Otherwise, a new card can be purchased for \$2 online, at sales outlets or at a ticket vending machine at the transit centers.

### **When is a pass or value available on my card after purchased?**

If a pass or cash value is loaded on a SunGO Card or SunGO ID & Card online, the pass/cash value will not be available for up to 48 hours. If loaded at a sales outlet, Sun Tran's Administrative office, ticket vending machine or the Special Services office, the pass or value should be available then.

### **Why does my card have a negative balance?**

If a SunGO Card or SunGO ID & Card that does not have a valid pass or value loaded is tapped to the farebox, the card will then carry a negative balance for the cost of that ride. Please be sure your card has a pass or value before boarding the bus. If a pass or value is purchased online, please note that the pass or value will not be available for use on the card for up to 48 hours. If you tap your card before this time, the card will then carry a negative balance for that ride.

## Transfers

- All passengers will receive a free transfer. Surcharge may be required when transferring to a higher priced service.
- When boarding a bus with a SunGO Card or SunGO ID & Card and paying a one-way fare with value on the card, the transfer will automatically be loaded on that card at no additional charge.
- When paying with cash, a transfer ticket will automatically load on the Card when tapped on farebox/validator.
- Economy fare passengers, regardless of how they pay, should load the transfer on the SunGO ID & Card.
- Transfers not necessary when paying with a 1-Day or 30-Day pass.

## Economy Fare Passengers ~ SunGO ID & Card

### What is a SunGO ID & Card?

Passengers who qualify for the Economy Fare Program as a low-income rider, senior 65 years or older, Medicare Card holder, or a person with a disability must obtain the SunGO ID & Card from the Special Services Office as proof of qualification. Passengers must board with the SunGO ID & Card as proof of qualification and can no longer board using the Sun Tran Transit ID, Medicare card or any other proof of age. A full fare is required if your SunGO ID & Card is expired.



### About the SunGO ID & Card:

- A plastic product much like a credit card, and may last up to 4 years with proper care.
- Serves as proof of economy fare qualification and fare payment card.
- There is a \$2 administration fee each time the card is renewed in addition to the pass or cash value added.
- Offers more flexibility by allowing different passes and cash value to be loaded on the card to help meet your transportation needs.
- SunGO ID & Cards are registered at the time of issue, which provides several benefits, including balance protection if the card is lost or stolen, Auto Buy and One Ride Safety Net.

### Why do economy passengers need the SunGO ID & Card?

Economy fare passengers only need the one card, which serves as the ID and fare payment card all-in-one. The one ID for all economy fare passengers will speed up the boarding process, as the farebox will confirm the ID is valid. Please remember to show the coach operator your ID to verify the picture matches.

Any new passenger wanting to qualify for the economy fare program must visit the Special Services Office at 35 W. Alameda, downtown and apply for the SunGO ID & Card.

### How can I check the expiration date on my SunGO ID & Card?

Starting October 1, 2014 SunGO ID & Cards are issued with a full expiration date, passengers with ID's with only the expiration month indicated on the front of the card can check their expiration date at the following locations:

- Online
- At Special Services, 35 W. Alameda
- Ticket Vending Machine (*at the transit centers*)
- On the bus (*ask the driver for assistance*)

## Economy Fare Passengers ~ SunGO ID & Card

### **Where can I add value or a pass to my SunGO ID & Card?**

Prior to launching the new fare payment technology, the options of places to purchase reduced fare pass products was limited. With the smart card technology, all full fare and reduced fare passengers will be able add cash value or passes onto their SunGO product at the following convenient locations:

- Online (*allow up to 48 hours for product to be available onto the card*)
- Sales outlets
- Ticket vending machines at the three transit centers
- By phone

### **How can I register my SunGO ID & Card?**

Once your application is approved to pay the reduced fare on the bus, your SunGO ID & Card is automatically registered when it's issued to you. You will receive benefits for having a SunGO ID & Card:

#### **1. Balance Protection**

If your card is report lost or stolen, the cash value and/or passes loaded on your SunGO ID & Card are protected. Sun Tran can replace the cash value or days remaining.

#### **2. Auto Buy**

Auto Buy eliminates the need to track the cash value or days remaining on your SunGO ID & Card. As a SunGO ID & Cardholder, you can set up an account online to automatically add value or a pass through a secure funds transfer from your credit or debit card on a regular basis. Auto Buy adds a predetermined cash value when the value on your card is depleted, or a new pass is added once the existing product expires.

### **How do I get my username and password to access my account online?**

As a SunGO ID & Card holder, your username and password was issued to you by the Special Services Office at the time your ID was issued. If you do not remember your username and password, please call (520) 792-9222. **DO NOT** try to establish a new account online, as you already have an account as a SunGO ID & Card holder.