

ADA SERVICE AREA FOR PERSONS WITH DISABILITIES

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.

SERVICE HOURS

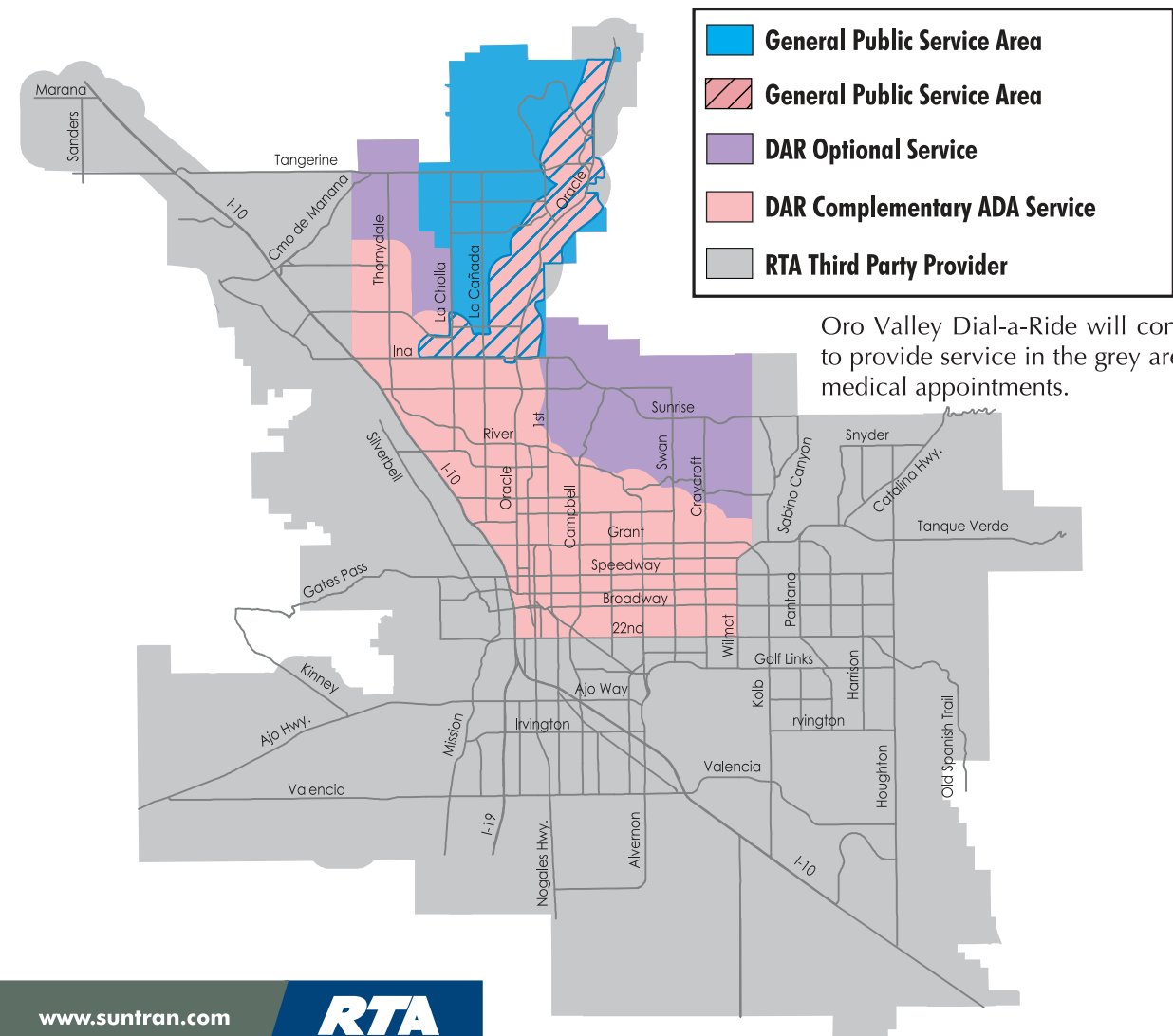
Monday-Friday 6:00 a.m. – 8:00 p.m.
Weekend & Holidays 9:00 a.m. – 6:00 p.m.

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.



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

ONE-WAY CASH FARES

Complementary ADA, Full Fare **\$3.20**
Complementary ADA, Low-Income **\$1.60***

Optional Service, Full Fare **\$6.00**
Optional Service, Low-Income **\$4.00***

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

A full fare is required for ADA passengers traveling 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 St., 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, 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.

**ALL DIAL-A-RIDE TRIPS
REQUIRE A RESERVATION**

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

WAYS TO PAY & TRANSFER

Passengers must pay for their fare in advance. Call customer service at (520) 229-4990 to make payment.

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

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.

CONTACT US

(520) 229-4990

Customer Service Hours:

Monday-Friday 7:00 a.m. – 4:00 p.m.

Visit orovalleyaz.gov and click on Need a Ride.

HOLIDAY SERVICE

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

Passengers must pay for their fare in advance. Call customer service at (520) 229-4990 to make payment.

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 2021



**Neighborhood transportation & connection
to Sun Tran routes.**



(520) 229-4990
www.suntran.com

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