

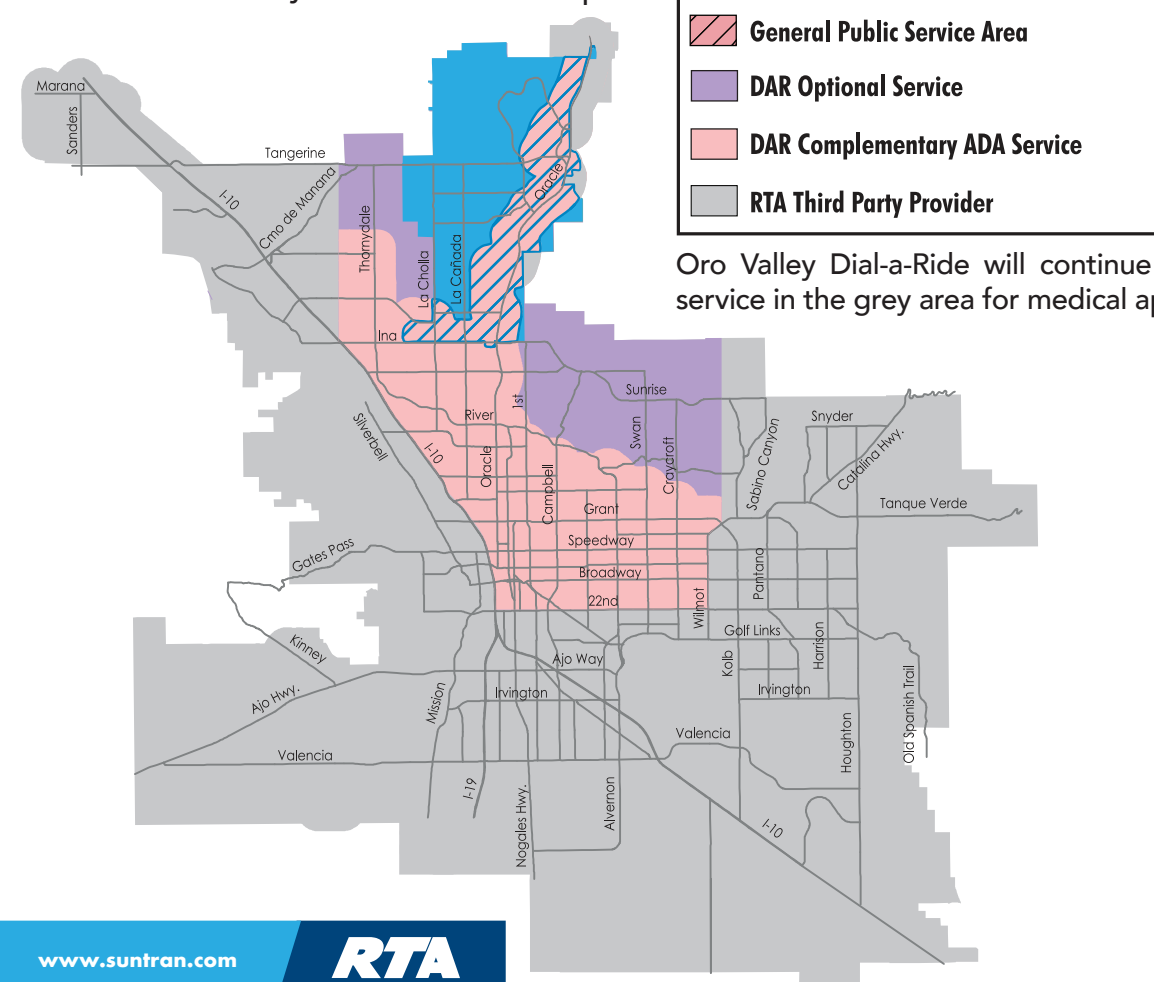
ADA SERVICE AREA FOR PERSONS WITH DISABILITIES

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.

TRIPS AVAILABLE

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

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 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 ¾ 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 ¾-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**

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.

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 AND ADDITIONAL INFORMATION

Fares are currently FREE.

TRANSIT CONNECTIONS

Sun Tran Routes 1 through 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, visit www.suntran.com or 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.

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.

TRIPS AVAILABLE

Monday - Friday 6:00 a.m. – 8:00 p.m.

FARES

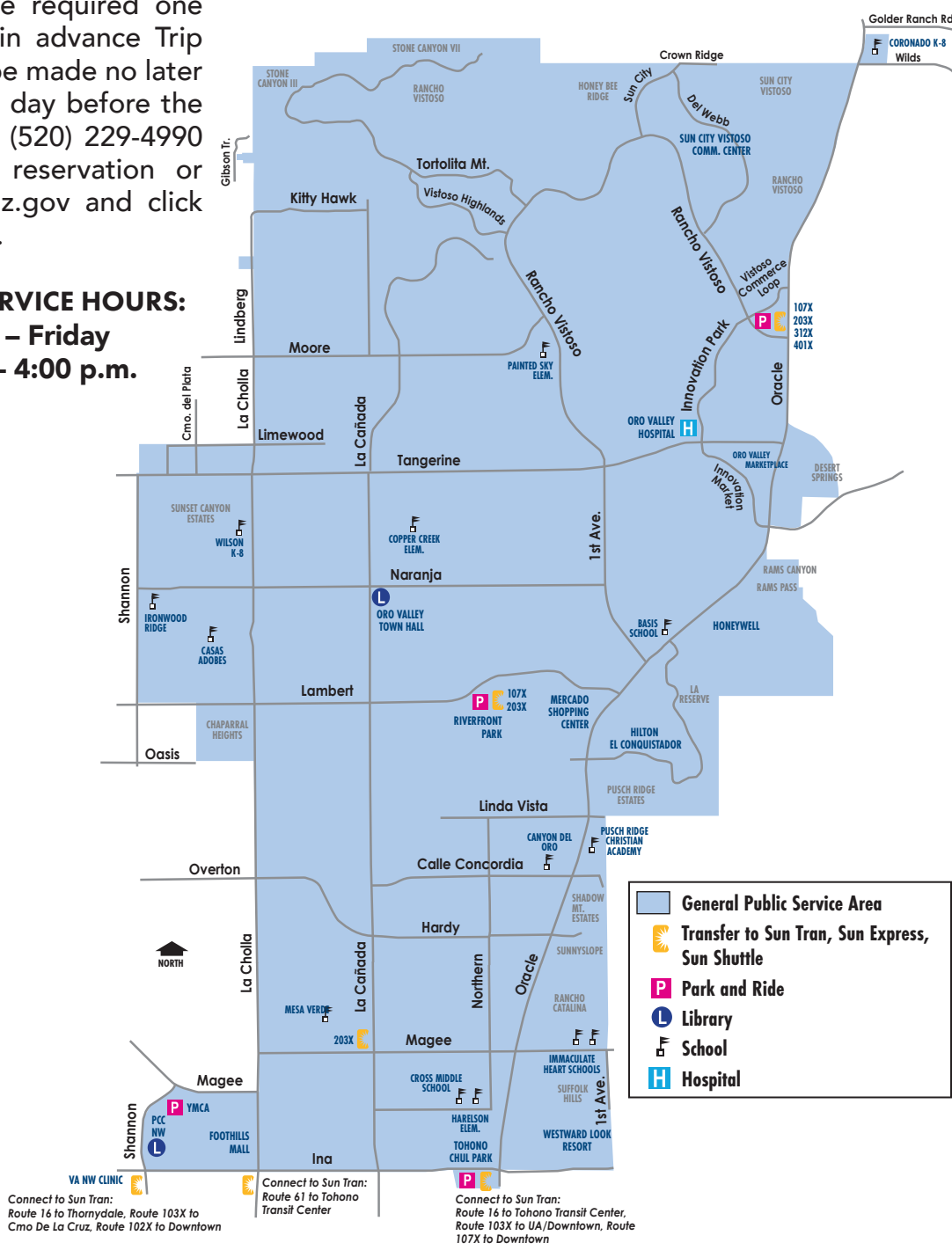
Fares are currently FREE.

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.

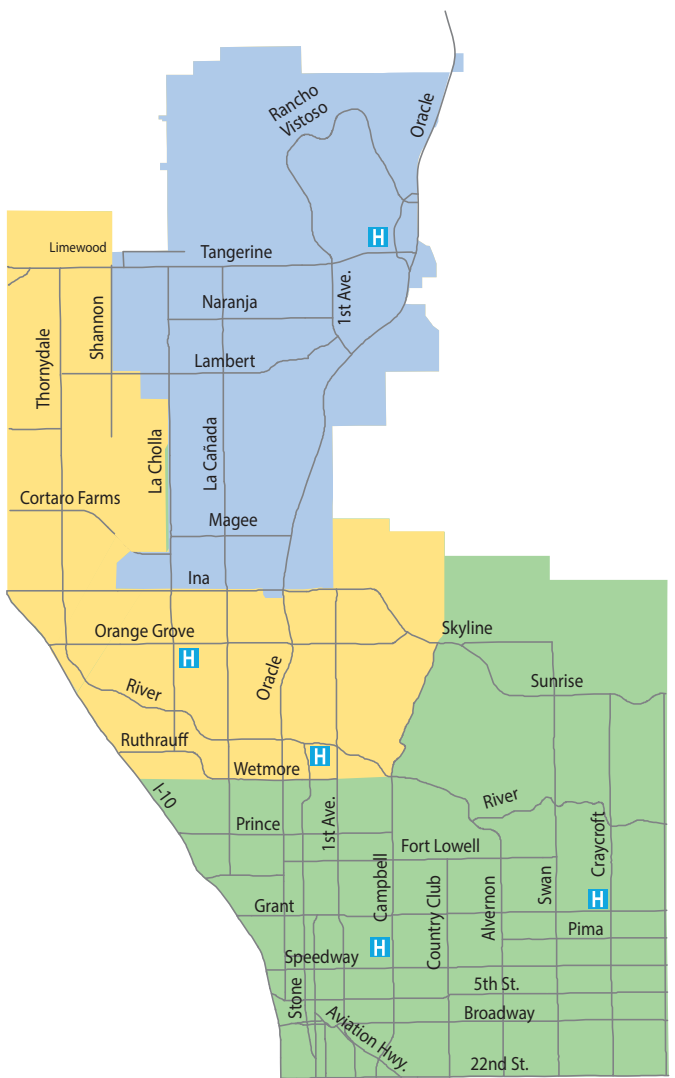
CUSTOMER SERVICE HOURS:

Monday – Friday
7:00 a.m. – 4:00 p.m.



HOW TO DIAL-A-RIDE

- To register for trips visit: OROVALLEYAZ.GOV and then click on NEED A RIDE. On-line trip requests are made using the Passenger Portal.
- First time users of the Passenger Portal must call the office at 520-229-4990 to obtain their login information.
- To schedule a ride by phone call (520) 229-4990
- 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 east 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.



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.

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 appointments” beyond the Yellow and Green Zone is also provided. For trips with multiple destinations or one-way trips, ask your reservationist.

FARES

Fares are currently FREE.

TRIPS AVAILABLE

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

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