

## RULES FOR RIDING

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)

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

*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 792-9222 (TDD: 628-1565).*

## TRANSFERS AND PASSES

A surcharge is required when boarding dial-a-ride or deviated service with a Sun Tran pass or transfer. The following passes are accepted: day pass, monthly (including full fare, economy and express), U-Pass and PCC pass.

Passengers traveling within the blue zone can request a Sun Shuttle Connection Pass if you've paid cash and are transferring to Sun Tran or Sun Express. This valid pass will be honored on Sun Tran routes connecting to Sun Shuttle. A \$.50 surcharge is required when connecting to Sun Express Routes 101X-312X.

### HANDI-CAR & COYOTE RUN PASSES

Sun Shuttle Dial-a-Ride service in Oro Valley currently accepts Handi-Car and Coyote Run vouchers for qualified ADA and senior passengers.

### 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.

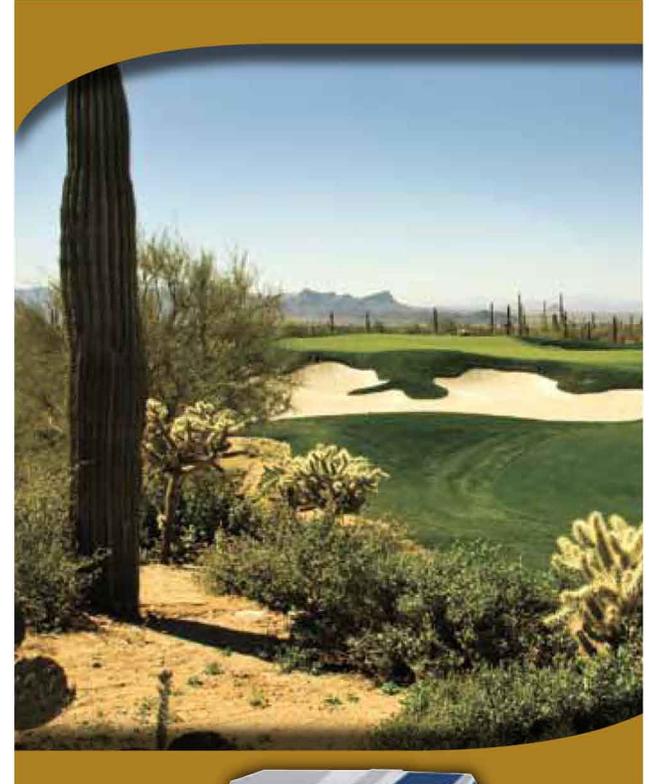
### HOLIDAY SERVICE

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

## Oro Valley – Catalina

### Dial-a-Ride

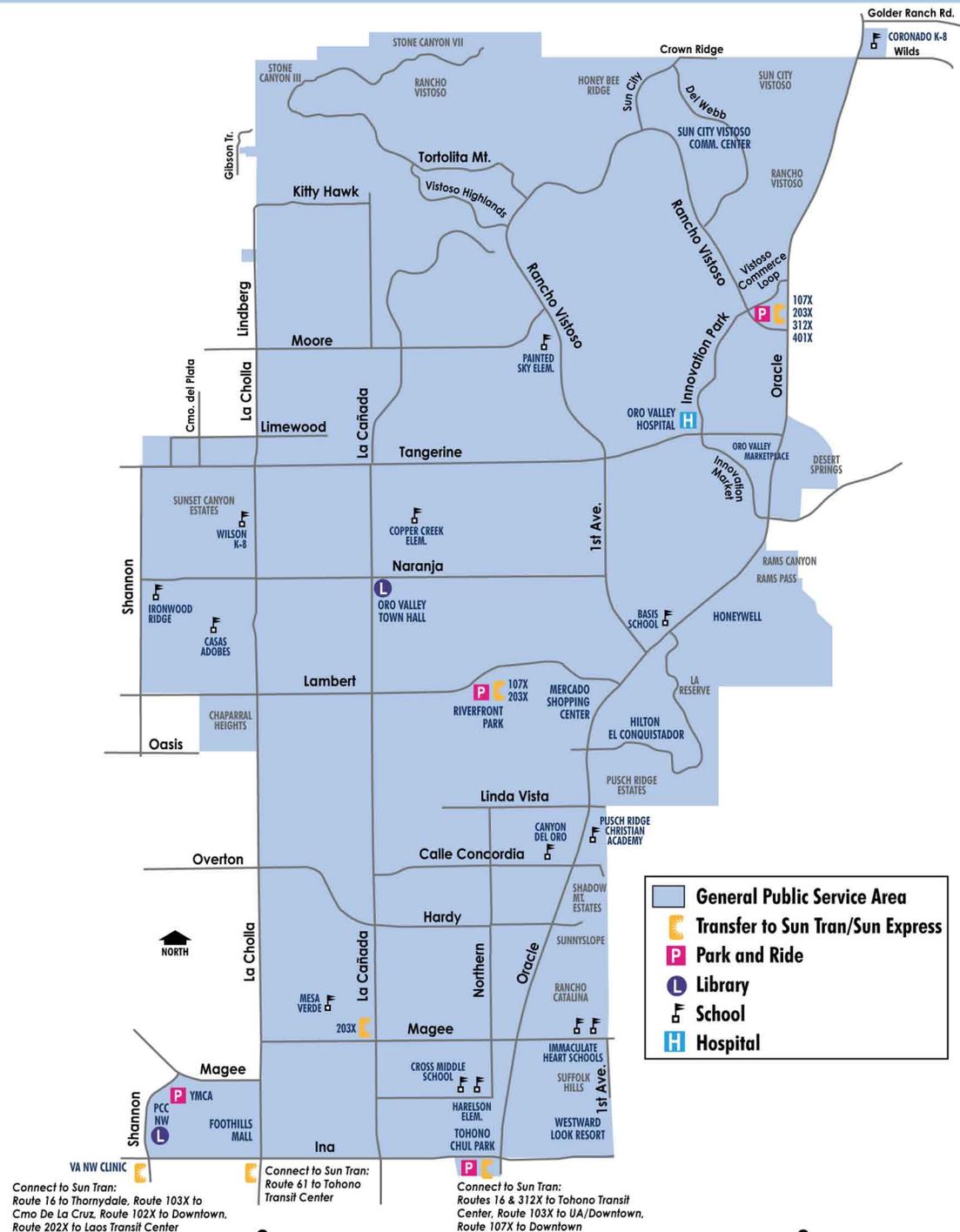
General Public, Disabled & Senior Service  
Effective February 13 – August 11, 2012



Neighborhood transportation & connection to Sun Tran routes.



# GENERAL PUBLIC SERVICE AREA



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

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Connect to Sun Tran:  
Route 61 to Tohono Transit Center

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

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## 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.  
**Weekend & Holidays** 9 a.m. – 6 p.m. (for ADA qualified passengers only)

## ONE-WAY CASH FARES

Full Fare	<b>\$3.00</b>
Seniors 65 & older	<b>\$3.00</b> (with proper ID)
Persons with Disabilities	<b>\$3.00</b> (with ADA eligibility card)
Low-Income	<b>\$1.00*</b> (with SunGO ID & Card)
5 years and under	<b>FREE</b> (with paying adult)

\* To be eligible for the low-income fare, passengers must obtain an ID from the City of Tucson Special Services Office, 35 W. Alameda, Tucson. Call 791-4100 for more information.

## 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.



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**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).

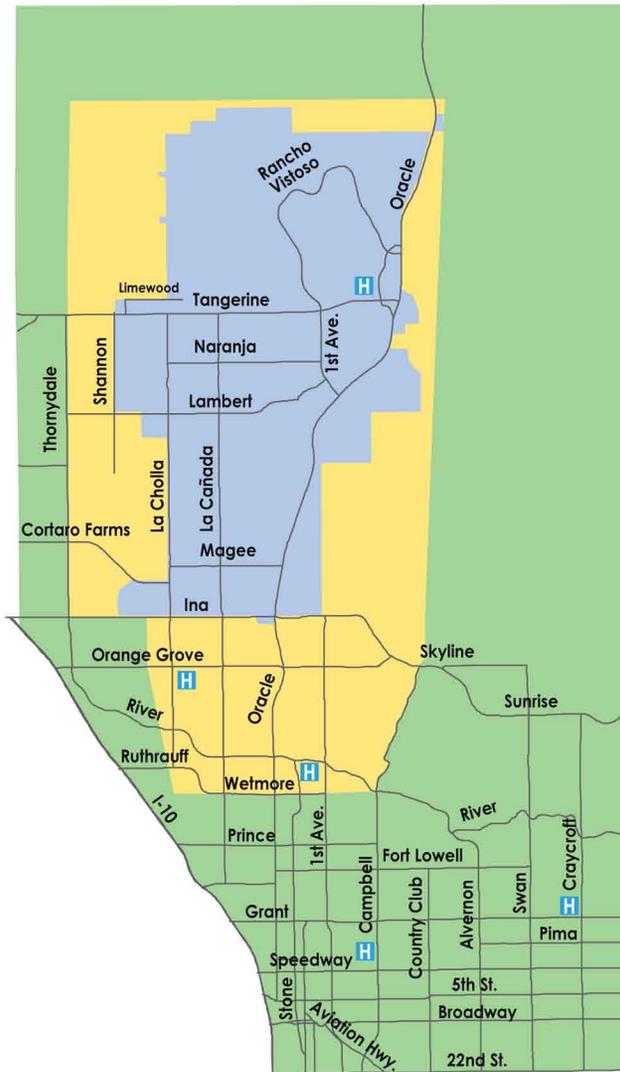
**WHICH SERVICE IS FOR YOU?**

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.



**Yellow Senior Service Area**  
**Green Senior Service Area**  
**General Public Service Area**  
*See page 2-3 for map details*  
**H 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 who are 62 years or older are qualified to ride Sun Shuttle service for seniors.

**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	
	to <b>\$3.00</b>		to <b>\$3.00</b>
	to <b>\$6.00</b>		to <b>\$6.00</b>
	to <b>\$9.00</b>		to <b>\$9.00</b>

*If not returning to the blue zone, please ask your reservationist for details.*

5 years and under **FREE** (with paying senior)

**SERVICE HOURS**

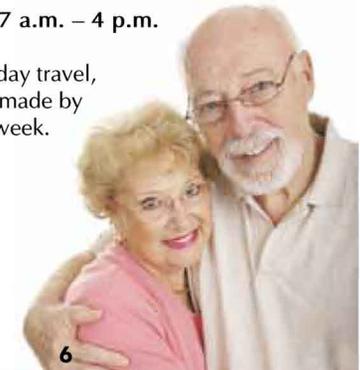
Monday-Friday **6 a.m. – 8 p.m.**

**RESERVATIONS**

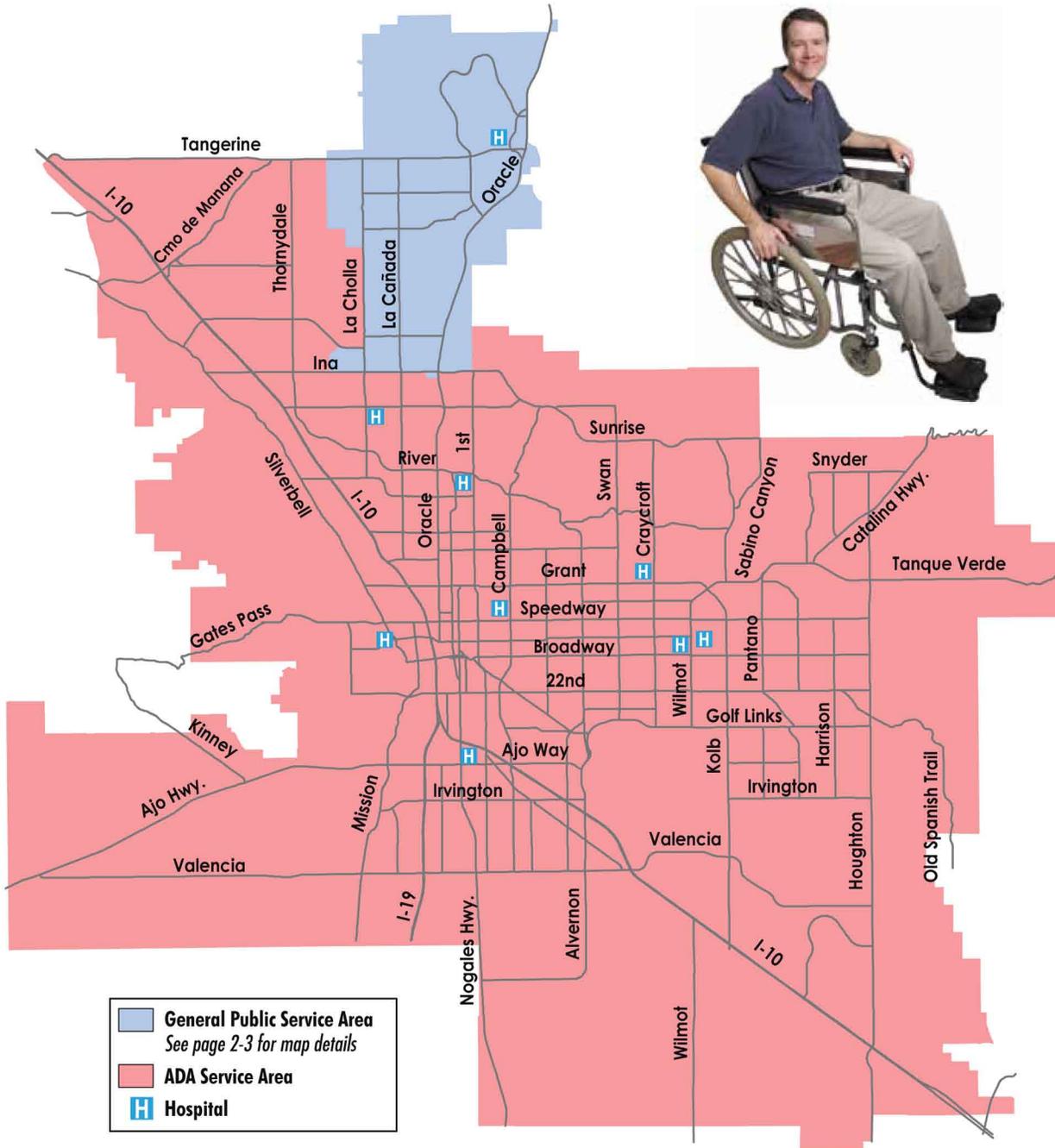
Reservations are required one to seven days in advance. Please call (520) 229-4990 to make your reservation.

**Reservation Hours:**  
**Monday-Friday 7 a.m. – 4 p.m.**

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



# ADA SERVICE AREA FOR PERSONS WITH DISABILITIES



## WHO IS ELIGIBLE FOR ADA SERVICE?

Any individual who has a disability that prohibits riding fixed route service and who 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 791-5409.

## SERVICE HOURS

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

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

## 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      **\$3**  
Low-Income      **\$1.00\*** (with SunGO ID & Card)

*\* To be eligible for the low-income fare, passengers must obtain an ID from the City of Tucson Special Services Office, 35 W. Alameda, Tucson. Call 791-4100 for more information.*