



Guide to Specialized Transportation Services for Seniors and People with Disabilities in Santa Cruz County

Prepared by

**The Santa Cruz County
Regional Transportation Commission**

1523 Pacific Avenue, Santa Cruz, CA 95060, www.sccrtc.org

For more information or additional copies, please call 831-460-3200

For personalized assistance in using or selecting transportation options included in this guide contact:

- Central Coast Center for Independent Living (CCCIL) 831-462-8720
- Senior Network 831-462-1433

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Airport Shuttle-Early Bird Airport Shuttle

Phone:	831-462-3933
Fax:	831-462-6946
Email:	info@earlybirdshuttle.com
Web:	www.earlybirdairportshuttle.com
Eligibility:	Everyone
Hours/Schedule:	By Appointment 24/7
Service Charges:	San Jose Airport: \$75 (students and seniors 10%); San Francisco Airport: \$115 (students and seniors 10%)
Service Area:	Serves arriving and departing flights from San Jose and San Francisco Airports
Securing Service:	Reservations are required
How Trips are Prioritized:	No limitations
Vehicles:	8
Wheelchairs Accommodated:	No
Spanish Spoken:	No

Airport Shuttle - Santa Cruz Airporter/ Surf City Shuttle

Phone:	831-419-2642 or 800-497-4997
Mailing Address:	145 Calvin Place, Santa Cruz, CA 95060
Email:	pickup@surfcityshuttle.com
Web:	www.surfcityshuttles.com
Eligibility:	Everyone
Hours/Schedule:	By Appointment 24/7
Service Charges:	San Jose Airport: \$69 (seniors \$62.10); San Francisco Airport: \$109 (seniors \$98.10)
Service Area:	Serves arriving and departing flights from San Jose and San Francisco Airports
Securing Service:	Reservations are required
How Trips are Prioritized:	No limitations
Vehicles:	3
Wheelchairs Accommodated:	Collapsible wheelchairs only
Spanish Spoken:	No

American Cancer Society

Phone: 1-800-ACS-2345
Fax: 408-871-9008
Mailing Address: 747 Camden Ave., Suite B, Campbell, CA 95008
Web: www.cancer.org

Eligibility: Cancer Patients; Services are arranged based on agency's assessment of need, mobility, location, and volunteer driver availability.

Hours/Schedule: Monday–Friday

Service Charges: Transportation services are available at no charge to cancer patients for cancer treatment.

Service Area: Transportation arranged by the American Cancer Society is available throughout the County of Santa Cruz and also to out-of-county treatment centers.

Securing Service: Call the 24-hour number for information

How Trips are Prioritized: According to availability

Vehicles: Varies; volunteer drivers use their own cars

Wheelchairs Accommodated: No

Spanish Spoken: Yes

Cabrillo College Disabled Student Services

Phone:	831-479-6379
Fax:	831-479-6393 or 831-479-6421
Mailing Address:	6500 Soquel Dr., Aptos, CA 95003
Web:	www.cabrillo.edu/services/dsps/
Agency History:	Disabled Student Services has been providing this service since 1972. This service is mandated by the State of California.
Eligibility:	Mobility-impaired Cabrillo students, students must present medical documentation from their physician indicating they should receive campus transportation.
Hours/Schedule:	Monday–Friday; hours change each semester
Service Charges:	No charge for this service; costs included in tuition fees.
Service Area:	On the Cabrillo campus only
Securing Service:	Must meet with a Disabled Student Services Counselor first to arrange transportation schedule and establish eligibility.
How Trips are Prioritized:	Priority given to students regularly scheduled to attend classes on the hour
Vehicles:	3 carts
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

Central Coast Ambulance Service

Phone:	831- 685-3201
Fax:	831-394-8557 or 831-633-5263
Mailing Address:	P.O. Box 1244, Aptos CA 95001
Eligibility:	General public, and to skilled nursing facilities and hospitals
Hours/Schedule:	24 hours/day, 7 days/week
Service Charges:	Varies according to skill level required by staff to accommodate the rider's needs
Service Area:	Local service area includes all of Santa Cruz and San Benito Counties, and part of Monterey County
Securing Service:	On demand and by reservation
How Trips are Prioritized:	No priorities
Vehicles:	6 ambulances
Wheelchairs Accommodated:	No
Spanish Spoken:	Yes

City of Capitola–Seasonal Shuttle

Phone: 831-475-7300
Fax: 831-479-8879
Mailing Address: 420 Capitola Ave., Capitola CA 95010
Web: www.ci.capitola.ca.us

Agency History: Since 1995, the City of Capitola has provided contract services for an accessible weekend shuttle to the village and beach.

Eligibility: Everyone

Hours/Schedule: Weekends and holidays from Memorial Day weekend through mid-September, 10 am–8 pm

Service Charges: No charge

Service Area: Transportation service is provided between the shuttle parking lot (currently operating out of the Crossroads lot off Bay Avenue near Hill Street by the Capitola Post Office), and the beach/Capitola Village.

Securing Service: Shuttle service is provided on a first come, first served basis

How Trips are Prioritized: No priorities

Vehicles: Varies by demand

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes

Davenport Resource Service Center

Phone:	831-425-8115
Fax:	831-425-8156
Mailing Address:	P.O. Box 97, Davenport, CA 95017
Email:	drsc@cruzers.com
Web:	www.cabinc.org
Agency History:	The Center has a long-standing tradition of providing transportation to North County residents.
Eligibility:	North coast residents who are in need
Hours/Schedule:	Monday - Friday, 9:00 am-5:00 pm; service by available staff or volunteer; ride may only be available one way.
Service Charges:	No charge
Service Area:	Services are for North County residents traveling between the town of Davenport and the City of Santa Cruz only
Securing Service:	Limited availability; reservations must be made at least 24 hours in advance, and are available only in the absence of other transport options
How Trips are Prioritized:	<ol style="list-style-type: none">1. Medical/Dental needs;2. other needs
Vehicles:	Center's own and volunteer drivers' vehicles
Wheelchairs Accommodated:	No
Spanish Spoken:	Yes

First Transit

Phone: 831-460-9911
Fax: 831-460-1011
Mailing Address: 117 Fern St., Ste. 100, Santa Cruz, CA 95060
Email: camilla.shaffer@firstgroup.com
Web: www.firsttransit.com, or
www.firstgroup.com/north_america

Agency History: First Transit has provided passenger transportation nationwide for over fifty years, and is a division of FirstGroup.

Eligibility: Daily services available to developmentally disabled adults that are authorized clients of the San Andreas Regional Center (SARC). Members of the general public may book charter services.

Hours/Schedule: As determined by SARC. Charter services are flexible and arranged by reservation.

Service Charges: No charge to authorized clients of SARC. For charter services: \$69 - \$75 hourly cost, with a 4-hour minimum.

Service Area: SARC service covers Santa Cruz County; charter services throughout greater Bay Area.

Securing Service: Clients of SARC services should contact their SARC Service Coordinator. Individuals or groups may call First Transit directly to arrange charter trips.

How Trips are Prioritized: SARC daily scheduled service is given priority

Vehicles: 19 vans and buses

Wheelchairs Yes, in 6 vehicles

Spanish Spoken: Yes

Greyhound Bus Lines

Phone:	831-423-1800 or 800-231-2222 800-752-4841 (ADA Assistance)
Mailing Address:	425 Front St., Santa Cruz, CA 95060
Web:	www.greyhound.com
Eligibility:	General Public
Hours/Schedule:	Varies
Service Charges:	Varies; attendants of those needing special assistance pay 50% of regular fare. Seniors (62+) receive a 5% discount.
Service Area:	National
Securing Service:	Call the local office or the toll free number for route information or special assistance. No reserved seats; each bus filled on first come, first served basis. Greyhound recommends that patrons arrive one hour before the scheduled departure time and wait in line for a seat.
How Trips are Prioritized:	No priorities; first in line, first served, unless special assistance or priority boarding is requested 48 hours in advance
Vehicles:	3000+
Wheelchairs Accommodated:	Wheelchair accessible buses are available if passengers provide 48 hours advance notice through the ADA toll-free number. Passengers with special needs will be given priority boarding and assistance, with prior 48 hours notification.
Spanish Spoken:	Yes at (800) 231-2222



Specialized transportation provides mobility and freedom for seniors and people living with disabilities.



Community Bridges provides rides to medical appointments for low income individuals through Lift Line and contracted vehicles (page 13).

Lift Line - Extended Care Medical Transportation

Phone:	831-425-1558 or 831-688-9663
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave., Aptos, CA 95003
Email:	ctsa@cbridges.org
Web:	www.communitybridges.org
Agency History:	Since 1982 Community Bridges has operated transportation for this and other programs, using Lift Line and taxi vehicles.
Eligibility:	Hospital patients discharged by wheelchair
Hours/Schedule:	As available
Service Charges:	\$65 - \$115; client pays full cost of service unless being returned to hospital. Holiday and weekend rates are higher.
Service Area:	Santa Cruz County
Securing Service:	Arranged by medical facility staff
How Trips are Provided:	Based on need
How Trips are Prioritized:	By need
Vehicles:	24 paratransit vehicles
Wheelchairs Accommodated:	Yes (wheelchairs for transport are available)
Spanish Spoken:	Yes

Lift Line – Local Medical Transportation

Phone:	831-425-1558 or 831-688-9663
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave., Aptos, CA 95003
Email:	ctsa@cbridges.org
Web:	www.communitybridges.org
Agency History:	Since 1982 Community Bridges has operated transportation for this and other programs, using Lift Line and taxi vehicles.
Eligibility:	Meet age, disability and income criteria
Hours/Schedule:	Transportation available 6:30 am – 7:30 pm
Service Charges:	No charge for this service
Service Area:	Santa Cruz County
Securing Service:	Call 24 hours in advance of appointment
How Trips are Provided:	Based on need
How Trips are Prioritized:	By need
Vehicles:	24 Paratransit vehicles
Wheelchairs Accommodated:	Yes (wheelchairs for transport are available)
Spanish Spoken:	Yes

Lift Line - Out-of-County Medical Transportation

Phone:	831-688-8840 ext. 241
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave., Aptos, CA 95003
Email:	CTSA@cbridges.org
Web:	www.communitybridges.org
Agency History:	This service has been provided and administered by other entities since 1980, and is now managed by Community Bridges/Lift Line
Eligibility:	Those with out-of-county medical appointments who typically cannot provide their own transportation
Hours/Schedule:	Transportation provided for appointments scheduled Monday-Friday between 10:00 am-1:00 pm, no holidays, transportation dependent on availability of volunteer drivers
Service Charges:	Service is free. Contributions (accepted and appreciated) are suggested at \$15 for services to Monterey or Palo Alto, and \$25 for service to San Francisco
Service Area:	Transportation services are primarily from Santa Cruz County to Palo Alto (Stanford Medical Center, the Veterans Hospital and Lucille Packard Children's Hospital), San Jose, Santa Clara, and Menlo Park. Occasional trips to San Francisco, and Gilroy
Securing Service:	Reservations must be made at least 7 days in advance, through program coordinator
How Trips are Prioritized:	Per medical needs
Vehicles:	3
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

Lift Line - Senior Dining Center Transportation

Phone:	831-425-1558 & 831-688-9663
Mailing Address:	236 Santa Cruz Ave. Aptos, CA 95003
Fax:	831-685-8034
Meal Site Requests:	Ben Lomond: 336-5366 Live Oak: 475-7177 Santa Cruz: 427-0901 Watsonville: 724-8084
Web:	www.communitybridges.org
Agency History:	Since 1982 Community Bridges has operated transportation for this and other programs, using Lift Line and taxi vehicles.
Eligibility:	Senior residents of Santa Cruz County age 60 or older can apply at their local meal site to become participants and use this transportation service.
Hours/Schedule:	Varies with meal site schedules
Service Charges:	No charge; although donations are accepted
Service Area:	Senior meal sites in Watsonville, Live Oak, Santa Cruz (Louden Nelson Center), and Ben Lomond
Securing Service:	Contact the meal site directly for meals and Lift Line to request transportation
How Trips are Prioritized:	No priorities
Vehicles:	Lift-equipped vans
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

Lift Line - Taxi Scrip

Phone:	831-425-1558 or 831-688-9663
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave. Aptos, CA 95003
Email:	ctsa@cbridges.org
Web:	www.communitybridges.org
Agency History:	Since 1982 Community Bridges has operated transportation for this and other programs, using Lift Line and taxi vehicles.
Eligibility:	Residents of Santa Cruz County aged 60 or older and/or are disabled
Hours/Schedule:	24 hours, 7 days/week
Service Charges:	\$16 for \$30 worth of SCRIP. For people with low income (less than 200% of Federal Poverty Level) \$8 for \$30 worth of SCRIP. Call Lift Line for application (limited amounts of SCRIP available).
Service Area:	Santa Cruz County
Securing Service:	Same day service through contracted Yellow Cab in Santa Cruz 423-1234 and Courtesy Cab in Watsonville 761-3122
How Trips are Prioritized:	No priorities
Vehicles:	Taxis only (sedans and wheelchair vans available)
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes by Courtesy Cab drivers

Lift Line – Veterans Transportation

Phone:	831-425-1558 or 831-688-9663
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave. Aptos, CA 95003
Email:	ctsa@cbridges.org
Web:	www.communitybridges.org
History:	This is a new service funded through a one time grant to the Monterey Veterans Outpatient Clinic. Long term funding will need to be secured.
Eligibility:	Available for disabled Veterans (traveling companions' transport accommodated if approved by a medical practitioner)
Hours/Schedule:	Monday–Friday except holidays; van to Monterey, leaves CVS Pharmacy Parking lot (600 Front St., Santa Cruz) @ 8:00 am; leaves Veterans Affairs Parking lot (1350 41 st Ave. Capitola) @ 8:20 am; leaves Pajaro Plaza parking lot (1055 Main St., Watsonville) @ 8:40 am and returns at 12 noon
Service Charges:	No charge
Service Area*:	Available to Santa Cruz County Residents traveling to veterans medical services
Securing Service:	First come, first served for eligible riders
How Trips are Prioritized:	Reservations (48 hours) requested for van use
Vehicles:	1 Paratransit vehicle
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

** - See also Santa Cruz County Veteran's Service Office listing on page 23*

Medi-Cal/Alliance Non-Emergency Transportation

Phone:	831-430-5500
Phone:	800-700-3874
Mailing Address:	Alliance Member Service Department: CCAH 1600 Green Hills Road, Suite 101, Scotts Valley, CA 95066
Web:	www.ccah-alliance.org
Agency History:	Central Coast Alliance for Health (Alliance) is a locally governed and publicly operated County Organized Health System serving over 85,000 members in Santa Cruz and Monterey Counties since 1996.
Eligibility:	Residents of Santa Cruz County who have been approved by the Alliance for Medi-Cal rides and who are unable to use forms of public or private transportation; rides provided through Lift Line and other operators.
Hours/Schedule:	Monday through Friday 9:00 am to 4:00 pm
Service Charges:	None
Service Area:	Santa Cruz and Monterey Counties
Securing Service:	4 day advance reservations requested by the Alliance
How Trips are Prioritized:	Rides provided only to medical appointments and other medically necessary services
Vehicles:	Varies
Wheelchairs Accommodated:	Yes, and gurney
Spanish Spoken:	Yes

Mental Health Client Action Network

Phone:	831-469-0462
Fax:	831-469-9160
Mailing Address:	1051 Cayuga St., Santa Cruz, CA 95062
Email:	mail@mhcan.org
Web:	www.mhcan.org
Agency History:	Began as an informal community group in 1988; received County funding 1991 to present; non-profit status obtained in 1995.
Eligibility:	Must be a county resident with a major emotional or psychiatric disorder.
Hours/Schedule:	Monday, Tuesday, Thursday, Friday: 9:00 am–2:00 pm; Wednesday: 12:00 pm–3:00 pm
Service Charges:	No charge
Service Area:	Santa Cruz City area; excluding San Lorenzo Valley, Scotts Valley, Freedom and Watsonville
Securing Service:	Drop in on the day of service request
How Trips are Prioritized:	Doctor appointments, trips to Emeline case managers, classes and support groups at MHCAN
Vehicles:	7-passenger van
Wheelchairs Accommodated:	No
Spanish Spoken:	Yes

Pajaro Valley Unified School District

Phone:	831-768-6324
Fax:	831-728-6307
Mailing Address:	294 Green Valley Rd., Watsonville, CA 95076
Email:	steve_hansen@pvusd.net
Web:	www.pvusd.net
Eligibility:	The school district provides home-to-school transportation for Special Education students, including non-ambulatory, deaf, and other students with special needs.
Hours/Schedule:	School Days: 5:00 am–5:30 pm
Service Charges:	No charges
Service Area:	For those traveling to schools in the Pajaro Valley District
Securing Service:	Individual Education Program (IEP) Team determines who may receive transportation services. Clients must be referred through the District's Special Services Department.
How Trips are Prioritized:	Set by school
Vehicles:	45 small buses, 100 large buses
Wheelchairs Accommodated:	Yes, on 15 of the small buses
Spanish Spoken:	Yes

San Lorenzo Valley Unified School District

Phone:	831-336-2223
Fax:	831-336-2525
Mailing Address:	325 Marion Ave., Ben Lomond, CA 95005
Email:	sburley@slvUSD.org
Web:	www.slv.k12.ca.us/transportation
Eligibility:	The school district provides home-to-school transportation for Special Education students, including non-ambulatory, deaf, and other students with special needs.
Hours/Schedule:	School Days: 7:45 am–3:00 pm
Service Charges:	Only temporarily disabled students are charged for this service
Service Area:	For those traveling to schools in the San Lorenzo Valley
Securing Service:	Individual Education Program (IEP) Team determines who may receive transportation services. Clients must be referred through the District's Special Services Department.
How Trips are Prioritized:	Set by school
Vehicles:	15 small and large buses *
Wheelchairs Accommodated:	Yes, on 2 buses
Spanish Spoken:	No

Santa Cruz City Schools

Phone:	831-429-3410
Mailing Address:	405 Old San Jose Road Soquel, CA 95073
Web:	www.slv.k12.ca.us/transportation
Eligibility:	The school district provides home-to-school transportation for Special Education students, including non-ambulatory, deaf, and other students with special needs.
Hours/Schedule:	School Days: Monday - Friday from 6:45 am to 4:15 pm
Service Charges:	Only temporarily disabled students are charged for this service
Service Area:	For those traveling to schools in the Santa Cruz
Securing Service:	Individual Education Program (IEP) Team determines who may receive transportation services. Clients must be referred through the District's Special Services Department.
How Trips are Prioritized:	Set by school
Vehicles:	10 Special Ed school buses, 1 Special Ed van
Wheelchairs Accommodated:	Service provided for five wheelchair students
Spanish Spoken:	Yes (2 drivers)

Santa Cruz County Veterans Service Office

Phone: 831-454-4761
Watsonville Office: 831-454-4761
Fax: 831-458-7116
Mailing Address: 842 Front St., Santa Cruz, CA 95060
Email: vets@hra.co.santa-cruz.ca.us
Web: www.santacruzvets.com

Eligibility: For all veterans (also, traveling companions' transport accommodated if approved by a medical practitioner)

Hours/Schedule: Monday–Friday except holidays; van (ambulatory only) goes to Palo Alto; bus goes to San Jose and Palo Alto; all rides leave from Vets Office in Santa Cruz and some from Capitola; call office for pick-up hours

Service Charges: No charge

Service Area*: Palo Alto Veterans Hospital; San Jose Veterans Outpatient Clinic

Securing Service: Palo Alto van: reservations requested. San Jose & Palo Alto bus: first come, first served for eligible riders

How Trips are Prioritized: Reservations (48 hours) requested for van use

Vehicles: 1 van and 1 bus

Wheelchairs Accommodated: Yes, on San Jose/Palo Alto bus only

Spanish Spoken: Yes, at the Watsonville office only

** See also Lift Line – Out of County (p. 14) and Lift Line-Veterans Services (p. 17)*



Rides for veterans are available to health care facilities primarily in Palo Alto, San Jose and Monterey.



All of METRO's buses "kneel" and have lifts or ramps to provide access to people with mobility limitations.

Santa Cruz Metropolitan Transit District

Phone:	831-425-8600, Speech/Hearing Impaired CRS 711 Accessible Service Coordinator 831-423-3868
Fax:	831-426-6117
Mailing Address:	110 Vernon Street, Santa Cruz, CA 95060
Email:	info@scmtd.com
Web Site:	www.scmtd.com
Agency History:	The Santa Cruz Metropolitan Transit District (METRO), formed in 1968, provides local fixed route and Highway 17 commuter bus, and Paratransit services.
Eligibility:	Service is provided to the general public; for senior or disabled discounts a METRO Discount Fare Photo ID card is required *
Hours/Schedule:	Varies by route
Service Charges:	Regular fares local service: \$1.50 each way; \$4.50 day pass; \$50.00 monthly pass. Seniors (62+) and disabled: \$.75 each way; \$2.25 day pass; \$25.00 monthly pass. Hwy 17 Service: \$5.00 each way; Seniors (62+) and disabled: \$2.50 each way; \$10.00 day pass; \$113.00 monthly pass.
Accessibility Coordinator:	METRO provides free personalized instruction to older adults and people with disabilities of all ages who want to learn how to ride the bus safely, obtain a Metro Discount Photo ID Card, or purchase discount tickets. Complimentary "Stoke Straps" to assist in mobility device tie-down also available.
Service Area:	METRO offers fixed route transit services within Santa Cruz County and on Highway 17 to San Jose; details in Headways publication or online
Securing Service:	First come, first served; see Headways or go online for routes and schedules
How Trips are Prioritized:	No limitations
Vehicles:	All routes have lift or ramp equipped buses, and "kneel" or have a Low Floor configuration.
Wheelchairs Accommodated:	All ADA-compliant mobility devices (not exceeding 30"x 48" and/or 600 pounds occupied weight) will be accommodated.
Spanish Spoken:	Yes

. Persons unable to access the fixed route bus service due to a physical, cognitive, or psychiatric disability can contact METRO ParaCruz for an eligibility determination. See page 27 for more detailed information.

Santa Cruz Metropolitan Transit District- ParaCruz

(Americans with Disabilities Act [ADA]–Mandated Complementary Paratransit)

Phone:	831-425-4664
CA Relay Service:	711 or 800-735-2929
Fax:	831-464-5400
Mailing Address:	2880 Research Park Dr., Ste. 160 Soquel, CA 95073
Email:	paracruz@scmtd.com
Web:	www.paracruz.com
Agency History:	Formed in 2004, ParaCruz is a shared ride paratransit service and is complimentary to the Santa Cruz Metropolitan Transit District's (METRO) fixed route bus system.
Eligibility:	Persons certified as unable to functionally access the fixed route bus service due to a physical, cognitive, or psychiatric disability are eligible to ride ParaCruz. Drivers are not permitted to perform personal attendant duties, such as transfers to and from wheelchairs.
Hours/Schedule:	Seven days a week, 6:00 am–10:30 pm, with extended service hours available in corridors where late night bus service operates.
Service Charges:	\$3.00 fare per one way trip
Service Area:	METRO ParaCruz provides door-to-door service to any pickup and destination locations that are within 3/4 mile of a bus route in Santa Cruz County.
Securing Service:	Eligible persons may reserve service at 1-3 days in advance. Same-day Service is not available. There are no limitations on how many trips a passenger may take on ParaCruz.
How Trips are Prioritized:	METRO ParaCruz does not prioritize trips based on purpose.
Vehicles:	Service uses a fleet of mid-sized buses, accessible vans, and minivans, in addition to contracting with private operators
Wheelchairs Accommodated:	All ADA-compliant mobility devices (not to exceed 30" x 48" and/or 600 pounds occupied weight)
Spanish Spoken:	Yes



METRO's ParaCruz provides lift-equipped vehicles for eligible individuals unable to use the fixed route bus system.

Scotts Valley Senior Center

Phone:	831-438-8666
Mailing Address:	370 Kings Village Rd., Scotts Valley, CA 95066
Eligibility:	The Center owns a van that provides transportation using volunteer drivers for agency clients and seniors who are 55 years and older.
Hours/Schedule:	Monday, Tuesday and Thursday: shopping, banking, and medical appointments; Wednesday to Bingo only; Friday to Scotts Valley Area only (to noon)
Service Charges:	Members: Scotts Valley trips \$1.50 each way (for up to 2 stops, additional stops \$.50 per each extra stop); Santa Cruz trips \$6.00 one way or round trip. Non-members: Scotts Valley trips \$2.00 each way; Santa Cruz trips \$7.00 one way or round trip
Service Area:	Between Felton/Scotts Valley and Santa Cruz/Capitola for Scotts Valley
Securing Service:	Reservations must be made at least 24 hours in advance
How Trips are Prioritized:	1. Medical; 2. Shopping
Vehicles:	1 minivan
Wheelchairs Accommodated:	No, must be mobile. Vehicle operated by volunteer drivers.
Spanish Spoken:	No

Taxi - Courtesy Cab Company (Watsonville Transportation)

Phone:	831-761-3122
Fax:	831-763-2527
Mailing Address:	149 Walker St. Watsonville, CA 95076
Email:	office@courtesycab.com
Web:	www.courtesycab.com
Eligibility:	Everyone
Hours/Schedule:	24 hours/day, 7 days/week
Service Charges:	\$4.00 to start; \$7.00 for the first mile; \$3.00 per mile thereafter, with seniors receiving a 10% discount. MSSP and Lift Line SCRIP (see page 16) honored.
Service Area:	Transportation services available for rides originating in the City of Watsonville and some Santa Cruz County areas but cannot pick up in the City of Santa Cruz.
Securing Service:	On demand
How Trips are Prioritized:	No priorities
Vehicles:	6 autos, 6 lift-equipped vans
Wheelchairs Accommodated:	Yes, in all vans
Spanish Spoken:	Yes

Taxi - Delux Cab, Inc.

Phone: 831-475-3232 or 831-688-2468
Mailing Address: P.O. Box 1256, Aptos, CA 95003

Eligibility: General public

Hours/Schedule: 24 hours/day, 7 days/week

Service Charges: \$4.00 to start; \$3.00 per mile; \$7.00 minimum; \$36.00/hour waiting time and 10% discount for seniors. No checks or credit cards.

Service Area: Cannot pick up in City of Watsonville.

Securing Service: Call for service. Advance reservations and/or on-demand requests are accommodated.

How Trips are Prioritized: No priorities; first called, first served

Vehicles: 9

Wheelchairs Accommodated: No

Spanish Spoken: No

Taxi - Yellow Cab Company

Phone:	831-423-1234
Fax:	831-465-6519
Mailing Address:	P.O. Box 3328, Santa Cruz, CA 95063
Email:	scyellowcab@yahoo.com
Web:	www.santacruzyellowcab.com
Agency History:	Yellow Cab Taxi has served Santa Cruz County since 1948. Wheelchair Accessible Taxis since 1988.
Eligibility:	Public Service on demand Taxi Cab
Hours/Schedule:	Call anytime – Taxi Service available 24/7.
Service Charges:	Taxi and Wheelchair Vans: \$4.00 initial drop fee and \$3.00 per mile. Seniors and disabled community receive a 10% discount. Hourly rate at \$36.00/hour. Lift Line taxi SCRIP (see page 16) honored.
Service Area:	Cities of Santa Cruz, Scotts Valley, and Capitola, as well as unincorporated areas.
Securing Service:	Advance reservations and on-demand requests welcome.
How Trips are Prioritized:	Accounts Calls and Private Pay Clients
Vehicles:	20 sedans, 4 mini-vans, 5 wheelchair access vans
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes



Students, staff, faculty and visitors are eligible to use UCSC's Disability Van Service for on-campus rides.

UCSC - Disability Van Service Transportation and Parking Services (TAPS)

Phone:	831-459-2829 c/o TAPS/Fleet Services
Fax:	831-459-4234
Mailing Address:	1156 High St. Santa Cruz, CA 95064
Email:	dvs@ucsc.edu
Web:	http://www2.ucsc.edu/taps/
Eligibility:	UCSC affiliates (students, staff, faculty) and campus visitors with temporary or permanent mobility impairment who need access to campus locations not directly served by fixed route transit or the campus shuttle service. Current medical documentation and advance reservations required.
Hours/Schedule:	During academic year (September - June): Monday–Thursday: 7:30 am–12:00 am, Friday: 7:30 am–12:45 am Saturday: 6:00 am–12:45 am Sunday: 6:00 pm–12:00 am (weekend rides must be arranged by Friday). Modified hours of service during summer and quarter breaks.
Service Charges:	No charge
Service Area:	UCSC campus
Securing Service:	Contact TAPS office for available scheduling Monday–Friday between 7:30 am and 4:30 pm
How Trips are Prioritized:	Permanent ride schedules receive priority
Vehicles:	4 vans
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

Van Rentals (Accessible Vehicles)

Company: Access Options, Inc.
Contact: Phone: 831-722-6804
Fax: 831-722-0236
Web: www.accessoptions.com
Address: 109 Lee Road, Suite D, Watsonville, CA 95076
Services: Accessible van rentals, sales, and modifications
Spanish Spoken: Yes

Company: Wheelchair Getaways of California
Contact: Phone: 1-800-659-1972
Fax: 1-650-589-5556
Web: www.wheelchairgetaways.com/franchise/california_sanfransisco2/home.htm
Address: San Jose, San Francisco, San Mateo, other
Services: Accessible van rentals
Spanish Spoken: No

Company: Wheelers
Contact: Phone: 1-800-456-1371
Fax: 1-623-412-9920
Web: www.wheelersvanrentals.com/sanjose/
Services: Accessible van rentals
Spanish Spoken: No



Companies provide accessible van rentals and/or can modify a vehicle to make it functional for people with special needs.



Rides for medical or essential shopping purposes are provided by community volunteers through the Volunteer Center's Transportation Program

Volunteer Center of Santa Cruz County

Phone:	Santa Cruz 831-427-3435 San Lorenzo Valley 831-336-9387 Watsonville 831-722-6708
Fax:	831-423-6267
Mailing Address:	1010 Emeline Ave. Santa Cruz, CA 95060
Email:	scruz@scvolunteercenter.org
Web:	www.scvolunteercenter.org
Agency History:	These services have been provided since 1966 by volunteer drivers
Eligibility:	Rides are provided to seniors (55+) and disabled persons (non-wheelchair) by volunteer drivers. Destinations are limited to medical appointments and grocery shopping.
Hours/Schedule:	Monday–Friday, 9:00 am–4:00 pm, front desk service 10:00 am-1:00 pm
Service Charges:	There is no charge for this service, but there is a limit of two round-trips per week
Service Area:	Santa Cruz County
Securing Service:	Make reservations at least 5-7 business days in advance
How Trips are Prioritized:	<ol style="list-style-type: none">1. Medical2. Banking and Grocery Shopping
Vehicles:	Volunteer drivers use their own vehicles
Wheelchairs Accommodated:	No
Spanish Spoken:	Yes

Monterey County ADA Paratransit (MST RIDES)

Phone:	888-678-2871
TDD:	831-393-8111
Mailing Address:	One Ryan Ranch Rd. Monterey, CA 93940
Web:	www.mst.org
Agency History:	Monterey-Salinas Transit, operator of MST RIDES, was formed in 1981 and serves a 280 square-mile area of Monterey.
Eligibility:	MST RIDES service is available to clients who have a disability that prevents them from independently using the fixed route bus service. The application process for certification may take up to 21 days.
Hours/Schedule:	Service is provided during the hours and days when Monterey-Salinas Transit fixed route bus service operates.
Service Charges*:	\$3.00 one-way, one zone. There are eight fare zones in Monterey County. Personal Care Assistants ride free when boarding with a Personal Care Attendant identification card.
Service Area:	Curb-to-curb service to origins and destinations within 3/4 mile service area of regular bus routes. For additional fares, special transportation services are available in limited areas outside the service area to registered RIDES clients.
Securing Service:	Reservations may be made 1 - 14 days in advance
How Trips are Prioritized:	None
Vehicles:	23
Wheelchairs Accommodated:	Yes

**Other: Registered MST RIDES clients may be reimbursed up to 50% of taxi rides, based on funding availability and not to exceed \$45 per person/month.*

San Benito County Paratransit (County Express)

Phone:	831-636-4161
Mailing Address:	3240 Southside Rd. Hollister, CA 95023
Web:	www.sanbenitocog.org
Agency History:	Operated in conjunction with San Benito County Transit
Eligibility:	Paratransit riders must be unable to use fixed route bus transit
Hours/Schedule:	Monday–Friday 6:00 am to 6:00 pm; Saturday–Sunday 9:00 am to 3:00 pm; not available New Year's Day
Service Charges*:	Varies by zone; \$.75 - \$1.25 per zone, \$1.75 to Santa Clara County; Personal Care Assistants ride free
Service Area*:	Within the fixed route service area; connecting service available to Gilroy for Santa Clara County services
Securing Service:	Reservations accepted up to 14 days in advance or may call same day when ready to make trip
How Trips are Prioritized:	No priorities
Vehicles:	5 vehicles in service daily
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

**Other: A general Dial-A-Ride service is available for anyone living outside 3/4 mile of the fixed route service area. Dial-A-Ride service fares are \$1.00 for seniors and disabled individuals and \$2.00 for others. Rides scheduled the day of service will be subject to a \$1.00 convenience fee.*

Santa Clara County Paratransit

Phone: 408-436-2865
TDD: 408-436-0155
Fax: 408-382-0470
Mailing Address: 926 Rock Ave., Suite 10, San Jose, CA 95131
Email: admin@outreach.org
Web: www.outreach1.org

Agency History: Valley Transportation Authority (VTA) is responsible for providing accessible bus and light rail services and complementary paratransit service through a contract with Outreach and Escort, Inc, as required by the Americans with Disabilities Act (ADA).

Eligibility: Paratransit services are provided to those individuals who are unable to use fixed route services due to their disability. Application required.

Hours/Schedule: Administration is open from 8:00 am to 5:00 pm, service hours are comparable to VTA bus route schedule.

Service Charges*: \$4.00 each way; Personal Care Assistants ride free

Service Area: 3/4 mile corridor around VTA bus and light rail routes/stations.

Securing Service: Reservations accepted 1- 3 days in advance

How Trips are Prioritized: No priorities

Vehicles: Sedans and wheelchair accessible vans

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes

**Other: Service Area Surcharge of two times the One-Way Trip fare is added to the regular charge for each trip that originates and/or terminates within Santa Clara County, but outside the ADA Paratransit Service Area. Customers who live outside of the ADA Paratransit Service Area will be subject to the Service Area Surcharge for all trips to or from their residence.*

TELEPHONE NUMBERS *

American Cancer Society	1-800-ACS-2345
Cabrillo College Disabled Student Services	479-6379
Central Coast Ambulance Service	685-3201
City of Capitola–Seasonal Shuttle	475-7300
Courtesy Cab Co. (Watsonville Transportation)	761-3122
Davenport Resource Service Center	425-8115
Delux Cab, Inc.	462-6063 or 688-2468
Early Bird Airport Shuttle	462-3933
First Transit	460-9911
Greyhound Bus Lines	423-1800 or 800-231-2222
Lift Line - Extended Care Medical Transportation	425-1558 or 688-9663
Lift Line - Local Medical Transportation	425-1558 or 688-9663
Lift Line - Out-of-County Medical Transportation	688-8840, x 241
Lift Line - Taxi Scrip	425-1558 or 688-9663
Lift Line - Senior Dining Center	425 1558 or 622 9663
Lift Line - Veterans Transportation	425-1558 or 688-9663
Medi-Cal/Alliance Non-Emergency Transportation	430-5500
Mental Health Client Action Network	469-0462
Pajaro Valley Unified School District	768-6324
San Lorenzo Valley Unified School District	336-2223
Santa Cruz Airporter/Surf City Shuttle	419-2642 or 800-497-4997
Santa Cruz City Schools	429-3410
Santa Cruz County Veterans Service Office	454-4761
Santa Cruz Metropolitan Transit District	425-8600
Santa Cruz Metropolitan Transit District ParaCruz	425-4664
Scotts Valley Senior Center	438-8666
UCSC Disability Van Service	459-2829
Volunteer Center of Santa Cruz County	
Santa Cruz	427-3435
Watsonville	722-6708
San Lorenzo Valley	335-6844
Yellow Cab Company	423-1234
<u>Other Counties</u>	
Monterey County Paratransit	899-2555
Santa Clara County Paratransit	408-436-2865
San Benito County Paratransit	636-4161

* All numbers are in the 831 area code, unless noted.

Prepared by

**The Santa Cruz County Regional
Transportation Commission**

1523 Pacific Avenue,
Santa Cruz, CA 95060

www.sccrtc.org

For more information or additional copies, please call 831-460-3200.

Revised December 2010