Guide to Specialized Transportation Services for Seniors and People with Disabilities in Santa Cruz County
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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: 24 hours/day, 7 days/week

Service Charges: San Jose Airport: $75 (10% discount for seniors and students); San Francisco Airport: $115 (10% discount for seniors and students)

Service Area: Arriving and departing flights from San Jose and San Francisco Airports

Securing Service: Reservations are required

How Trips are Prioritized: By reservation

Vehicles: 8 shuttles and cars

Wheelchairs Accommodated: No

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: Available at no charge to cancer patients for cancer treatment

Service Area: Treatment centers in County of Santa Cruz and out-of-county

Securing Service: Call the 24-hour number for information

How Trips are Prioritized: According to availability

Vehicles: Varies; volunteer drivers’ vehicles

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, mandated by the State of California, since 1972

Eligibility: Mobility-impaired Cabrillo 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: 831-633-5263
Mailing Address: P.O. Box 1244, Aptos CA 95001

Eligibility: Everyone

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: Skilled nursing facilities and hospitals in Santa Cruz and San Benito Counties, and some in Monterey County

Securing Service: On demand and by reservation

How Trips are Prioritized: By reservation

Vehicles: 6 ambulances

Wheelchairs Accommodated: Yes (private pay only)

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: 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: Provided on a first come, first served basis

How Trips are Prioritized: Not applicable

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 - Thursday, 9:00 am-5:00 pm; Friday 9:00 am – 3:00 pm; service by available staff or volunteer; ride may only be available one way

### Service Charges:
No charge

### Service Area:
Between the town of Davenport and the City of Santa Cruz

### Securing Service:
Limited availability; reservations must be made 24 hours in advance, and are available only in the absence of other transport options

### How Trips are Prioritized:
Priority given to trips for medical or dental needs

### Vehicles:
Varies; 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.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). The public may also 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. Contact company for charter service rates

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

Securing Service: Clients of SARC 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: 20 vans and buses

Wheelchairs Accommodated: Yes, in 7 vehicles

Spanish Spoken: Yes
# Greyhound Bus Lines

**Phone:** 831-212-3715 or 800-231-2222  
800-752-4841 (ADA Assistance)

**Mailing Address:** 920 Pacific Ave., Santa Cruz, CA 95060  
(Metro Center)

**Web:** www.greyhound.com

**Eligibility:** Everyone

**Hours/Schedule:** Varies

**Service Charges:** Varies; Seniors (62+) receive a 5% discount, attendants of those needing special assistance pay 50% of regular fare

**Service Area:** National

**Securing Service:** Call local or toll free number for route information or special assistance, or log on web. No reserved seats. Greyhound recommends arrival one hour before the scheduled departure time to wait in line for a seat

**How Trips are Prioritized:** Request for special assistance or priority boarding must be made 48 hours in advance

**Vehicles:** 1775+

**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
Community Bridges provides rides with their Lift Line and contracted vehicles (pages 10-14)
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
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: Must fill out an application, be a Santa Cruz County resident, meet the income, age, and/or disability criteria

Hours/Schedule: Monday-Friday except holidays, first pick up at 8:30 am and last pick up at 3:30 pm

Service Charges: No charge for this service

Service Area: Santa Cruz County medical facilities

Securing Service: Reservation required. Make a reservation up to two weeks in advance to schedule transportation

How Trips are Prioritized: By reservation

Vehicles: 9

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes
Lift Line – Out-of-County & Veterans Medical Transportation

Phone: 831-425-1558 or 831-688-9663
Fax: 831-685-8034
Mailing Address: 236 Santa Cruz Ave. Aptos, CA 95003
Web: www.communitybridges.org

History: Lift Line has been providing this service since November 2010. Funding received in 2013 allowed expansion to five day per week. New funding will need to be secured to continue the program past 2014

Eligibility: Must fill out an application, be a Santa Cruz County resident, meet the income, age, and/or disability criteria

Hours/Schedule: Transportation provided for appointments scheduled Monday-Friday (excluding holidays) between 10:00 am-1:00 pm. Please contact Lift Line for transportation information for the Monterey Veterans Clinic(s) in Monterey

Service Charges: No charge for this service

Service Area*: 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, Monterey (Monterey VA) and Gilroy

Securing Service: Reservation required. There is a limited amount of space in the Out-of-County van. Make a reservation up to two weeks in advance.

How Trips are Prioritized: By reservation

Vehicles: 2

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes

* Also see Santa Cruz County Veterans Service Office – page 21
Lift Line – Same Day Rides Transportation

Phone: 831-425-1558 or 831-688-9663  
Fax: 831-685-8034  
Mailing Address: 236 Santa Cruz Ave., Aptos, CA 95003  
Web: www.communitybridges.org

Agency History: Since 1982 Community Bridges has operated transportation, using Lift Line. However, this newly funded grant program has operated since January 1, 2013 and is secured until December 31, 2014. New funding will need to be secured to continue the program past 2014

Eligibility: Must fill out an application, be a Santa Cruz County Resident, meet the income, age, and/or disability criteria

Hours/Schedule: Monday-Friday except holidays, first pick up at 8:30 am and last pick up at 3:30 pm

Service Charges: No charge for this service

Service Area: Santa Cruz County

Securing Service: No advance reservation required. Call the same day for rides between the hours of 8:30 am and 3:30 pm. To arrange for the first pick up at 8:30 am, please call the night before; only two 8:30 am pickup available

How Trips are Prioritized: First come, first serve for eligible riders to medical appointments including dentist, prescription drugs, and other medical related needs. (Some verification of scheduled appointments may be required)

Vehicles: 2

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes
# Lift Line - Senior Dining Center

**Transportation**

| Phone: | 831-425-1558 or 831-688-9663 |
| Fax:   | 831-685-8034 |
| Mailing Address: | 236 Santa Cruz Ave. Aptos, CA 95003 |
| Web:   | www.communitybridges.org |

**Meal Site Requests:**
- Ben Lomond: 336-5366
- Live Oak: 475-7177
- Santa Cruz: 427-0901
- Watsonville: 724-8084

**Agency History:**
Since 1982 Community Bridges has operated transportation for this and other programs, using Lift Line

**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 transportation

**How Trips are Prioritized:**
No priorities

**Vehicles:**
Lift-equipped vans

**Wheelchairs Accommodated:**
Yes

**Spanish Spoken:**
Yes
# Lift Line - Taxi Scrip

<table>
<thead>
<tr>
<th><strong>Phone:</strong></th>
<th>831-425-1558 or 831-688-9663</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fax:</strong></td>
<td>831-685-8034</td>
</tr>
<tr>
<td><strong>Mailing Address:</strong></td>
<td>236 Santa Cruz Ave. Aptos, CA 95003</td>
</tr>
<tr>
<td><strong>Web:</strong></td>
<td><a href="http://www.communitybridges.org">www.communitybridges.org</a></td>
</tr>
<tr>
<td><strong>Agency History:</strong></td>
<td>Since 1982 Community Bridges has operated taxi scrip and other programs, using Lift Line</td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Must fill out an application, be a Santa Cruz County resident, meet the income, age, and/or disability criteria</td>
</tr>
<tr>
<td><strong>Hours/Schedule:</strong></td>
<td>24 hours, 7 days/week</td>
</tr>
<tr>
<td><strong>Service Charges:</strong></td>
<td>$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)</td>
</tr>
<tr>
<td><strong>Service Area:</strong></td>
<td>Santa Cruz County</td>
</tr>
<tr>
<td><strong>Securing Service:</strong></td>
<td>Same day service through contracted cab companies: Yellow Cab in Santa Cruz – 423-1234 Courtesy Cab – 761-3122 Deluxe Taxi in Aptos – 688-2468 Deluxe Taxi in Santa Cruz – 475-3232 San Lorenzo Valley Taxi – 335-1700</td>
</tr>
<tr>
<td><strong>How Trips are Prioritized:</strong></td>
<td>By reservation</td>
</tr>
<tr>
<td><strong>Vehicles:</strong></td>
<td>Taxis only (sedans and wheelchair vans available)</td>
</tr>
<tr>
<td><strong>Wheelchairs Accommodated:</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Spanish Spoken:</strong></td>
<td>Yes by Courtesy Cab drivers</td>
</tr>
</tbody>
</table>
Medi-Cal/Alliance
Non-Emergency Transportation

Phone: 831-430-5500
Fax: 831-700-3874
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 service over 85,000 low
income 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 thorough Lift Line
and other operators

Hours/Schedule: Monday-Friday, 9:00 am to 4:00 pm

Service Charges: None

Service Area: Santa Cruz and Monterey Counties

Securing Service: 4-day advance reservation requested

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
Specialized transportation provides mobility and independence for seniors and people living with disabilities
# 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:
Residents of Santa Cruz County with a major emotional or psychiatric disorder

## Hours/Schedule:
Monday, Tuesday, Thursday, Friday: 10:00 am–1:00 pm

## Service Charges:
No charge

## Service Area:
Santa Cruz City area; excluding San Lorenzo Valley, Scotts Valley, Freedom and Watsonville

## Securing Service:
Advance reservation and same day service provided

## How Trips are Prioritized:
Priority given to medical 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: 831-728-6324  
Fax: 831-728-6307  
Mailing Address: 294 Green Valley Rd.  
Watsonville, CA 95076

Email: Christopher.Bates@pvusd.net  
Web: www.pvusd.net

Eligibility: The school district provides home-to-school transportation for Special Education students, including non-ambulatory, deaf, and students with special needs

Hours/Schedule: School Days: 5:00 am–7:30 pm

Service Charges: No charge

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: Priority based on need as determined 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 students with special needs

Hours/Schedule: School Days: 6:30 am–4:00 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: Priority based on need as determined 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 transportation to and from school for students whose disabilities prevent them from getting to or from school in a manner similar to their non-disabled, same age peers, or requires that they attend a school other than their neighborhood school.

Hours/Schedule: Monday – Friday (as per the school’s bell schedule)

Service Charges: No charge

Service Area: For those residing in the Santa Cruz City Schools attendance area

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: By bell schedule and student need

Vehicles: 12 Special Education buses

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes
Santa Cruz County Veterans Service Office

Phone: 831-458-7110
Watsonville Office: 831-458-7116
Fax: 831-454-4029
Mailing Address: 842 Front Street, Santa Cruz CA 95060
Email: Christopher.lopez@santacruzcounty.us
Web: www.santacruzvets.com

Eligibility: All veterans

Hours/Schedule:

**Big White Bus:**
Departs: 842 Front St., Mon-Fri, 9:20 am
Returns: 842 Front St., Mon-Fri, 3:40 pm

**DAV Van:**
Departs: as arranged by reservation
Return: varies depending on reservation

Service Charges: No charge

Service Area*:

**Big White Bus:**
Palo Alto and San Jose Medical Facilities

**DAV Van:**
Palo Alto, San Jose and Menlo Park Medical Facilities

*No transportation services on holidays*

Securing Service:
Reservations not required on the Big White Bus; first come first serve.
Reservations are required on the DAV Van (call office 48 hours prior to arrange transportation)

How Trips are Prioritized: By reservation

Vehicles: 1 bus and 1 van

Wheelchairs Accommodated: Yes – **Big White Bus** – No – **DAV Van**

Spanish Spoken: No

*Also see Lift Line-Out-of-County & Veterans Clinics Medical Transportation – page 11*
Rides for veterans are available to health care facilities primarily in Palo Alto, San Jose and Monterey (page 21)
All of METRO’s buses “kneel” and have lifts or ramps to ease boarding (page 24)
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: Everyone

Hours/Schedule: Varies by route

Service Charges: Regular fares local service: $2.00 each way; $6.00 day pass; $65.00 monthly pass. Seniors (62+) and disabled: $1.00 each way; $3.00 day pass; $32.00 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. For senior or disabled discounts a METRO Discount Fare Photo ID card is required *

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 web for routes and schedules.

How Trips are Prioritized: Not applicable

Vehicles: All routes have lift or ramp equipped buses, and “kneel” or have a Low floor configuration.

Wheelchairs Accommodated: Metro buses are designed to accommodate most mobility devices. Consult with the Santa Cruz Metropolitan Transit District for specifics.

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-METRO (ParaCruz)

In cooperation with the Americans with Disabilities Act of 1990 (ADA), Santa Cruz METRO operates “METRO ParaCruz”, a complementary Paratransit service.

Phone: 831-425-4664  
CA Relay Service: 711 or 800-735-2929  
Fax: 831-464-5400  
Mailing Address: 2880 Research Park Dr, # 160 Soquel, CA 95073  
Email: paracruz@scmtd.com  
Web: www.paracruz.com

Agency History: Named in 2004, ParaCruz is a shared ride paratransit service that compliments 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. Eligibility for this service is determined through an in-person interview

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: $4.00 fare per one-way trip

Service Area: METRO ParaCruz provides door-to-door service to 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 1-3 days in advance. Same-day service is not available. There are no limitations on the number of ParaCruz trips

How Trips are Prioritized: By reservation. 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: ParaCruz vehicles are designed to accommodate most mobility devices. Consult with ParaCruz for specific parameters

Spanish Spoken: Yes
METRO’s ParaCruz provides lift-equipped vehicles for eligible individuals unable to use the fixed route bus system (page 25)
Scotts Valley Senior Center

Phone: 831-438-8666
Mailing Address: 370 Kings Village Road, Scotts Valley, CA 95066

Eligibility: The Center provides transportation to agency clients and seniors 55+ years old

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 each); 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: Priority is given first to medical rides and second to shopping trips

Vehicles: 1 minivan driven by a volunteer drivers

Wheelchairs Accommodated: No, must be mobile

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:** | maria@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, 10% discount for seniors. MSSP and Lift Line SCRIP (see page 15) accepted |
| **Service Area:** | Transportation services available for rides originating in the City of Watsonville and parts of Santa Cruz County, but cannot pick up in the City of Santa Cruz |
| **Securing Service:** | On demand |
| **How Trips are Prioritized:** | No applicable |
| **Vehicles:** | 6 autos, 6 lift-equipped vans |
| **Wheelchairs Accommodated:** | Yes, in all vans |
| **Spanish Spoken:** | Yes |
Taxi - Deluxe Cab Company

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

Eligibility: Everyone

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. Lift Line taxi scrip and MSSP ride vouchers accepted (see page 15). No checks or credit cards

Service Area: Cities of Santa Cruz, Capitola and the unincorporated county areas

Securing Service: Advance reservations and/or on-demand requests are accommodated

How Trips are Prioritized: Not applicable

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, with wheelchair accessible taxis since 1988  

Eligibility: Everyone  

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. 10% discount for seniors and disabled. Hourly rate at $36.00/hour. Lift Line taxi SCRIP (see page 15) accepted  

Service Area: Cities of Santa Cruz, Scotts Valley, Capitola, and unincorporated county areas  

Securing Service: Advance reservations and on-demand requests welcome  

How Trips are Prioritized: Accounts calls and private pay clients  

Vehicles: 20 sedans, 7 mini-vans, 6 wheelchair ramps; 1 lift  

Wheelchairs Accommodated: Yes  

Spanish Spoken: Yes
Students, staff, faculty and visitors are eligible to use UCSC’s Disability Van Service for on-campus rides (page 32)
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/dvs.html

Eligibility: UCSC students/staff/faculty and campus visitors with temporary, stamina, or permanent mobility impairments who need access to campus locations not directly served by the regular Campus Transit System. Current medical documentation is required and advance reservations are advised.

Hours/Schedule: School term: M-F, 7:30 am-11:15 pm; Weekends: 6:00 pm-11:15 pm; Summer session: M-F, 7:30 am-9:45 pm; Intersession (quarter breaks): M- F, 7:30 am-5:45 pm; Late night: (M–Th after 9:00 pm, Fridays after 6:00 pm): must be reserved 24 hrs in advance. Weekend rides must be reserved by 3:00 pm Friday.

Service Charges: No charge

Service Area: TAPS DVS provides a shared-ride, curb-to-curb service to regular DVS stops on campus within ¾ mile of a regular UCSC Campus Transit Route.

Securing Service: Contact TAPS DVS office during the above noted hours/schedules to request same-day or advance booking OR use the online reservation form located at: http://www2.ucsc.edu/taps/dvsresform.html

How Trips are Prioritized: Priority is given first to advance bookings traveling to class; and second to immediate requests traveling to class.

Vehicles: 6 accessible minivans

Wheelchairs Accommodated: Yes
Spanish Spoken: No
# Van Rentals (Accessible Vehicles)

<table>
<thead>
<tr>
<th>Company:</th>
<th>Access Options, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact: Phone:</td>
<td>831-722-6804</td>
</tr>
<tr>
<td>Fax:</td>
<td>831-722-0236</td>
</tr>
<tr>
<td>Address:</td>
<td>109 Lee Road, Suite D, Watsonville, CA 95076</td>
</tr>
<tr>
<td>Web:</td>
<td><a href="http://www.accessoptions.com">www.accessoptions.com</a></td>
</tr>
<tr>
<td>Services:</td>
<td>Accessible van rentals, sales, and modifications</td>
</tr>
<tr>
<td>Spanish Spoken:</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Company:</th>
<th>Wheelchair Getaways of California</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact: Phone:</td>
<td>1-800-638-1912</td>
</tr>
<tr>
<td>Fax:</td>
<td>1-650-589-5556</td>
</tr>
<tr>
<td>Address:</td>
<td>San Jose, San Francisco, San Mateo, other</td>
</tr>
<tr>
<td>Web:</td>
<td><a href="http://www.wheelchairgetaways.com/franchise/california_sanfransisco2/home.htm">www.wheelchairgetaways.com/franchise/california_sanfransisco2/home.htm</a></td>
</tr>
<tr>
<td>Services:</td>
<td>Accessible van rentals</td>
</tr>
<tr>
<td>Spanish Spoken:</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Company:</th>
<th>Wheelers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact: Phone:</td>
<td>1-800-456-1371</td>
</tr>
<tr>
<td>Fax:</td>
<td>1-623-412-9920</td>
</tr>
<tr>
<td>Web:</td>
<td><a href="http://www.wheelersvanrentals.com/sanjose/">www.wheelersvanrentals.com/sanjose/</a></td>
</tr>
<tr>
<td>Services:</td>
<td>Accessible van rentals</td>
</tr>
<tr>
<td>Spanish Spoken:</td>
<td>No</td>
</tr>
</tbody>
</table>
Companies provide accessible van rentals and/or can modify vehicles to make them functional for use by people with special needs (page 33)
Rides for medical or essential shopping purposes are provided by community volunteers through the Volunteer Center’s Transportation Program (page 36)
Volunteer Centers of Santa Cruz County

Phone: San Lorenzo Valley: 831-336-9387  
       Santa Cruz: 831-427-5070  
       Watsonville: 831-722-6708
Fax: 831-423-6267
Mailing Address: 1740 17th Ave, Suite 2, Santa Cruz, CA 95062
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)
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, 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: Priority is given first to rides for medical purposes and second to riders for 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 County.

**Eligibility:**
MST RIDES service available to clients who have a disability that prevents them from independently using 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 2.7 miles or less, $5.00 one-way 2.7 to 19.7 miles, $7.00 one-way 19.7+ miles. Personal Care Attendants 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:**
Not applicable.

**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*: $2.00; Personal Care Assistants ride free
Service Area*: Within the ¾ mile 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: Not applicable
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@outreach2.org  
Web: www.outreach1.org

Agency History: Valley Transportation Authority (VTA) provides accessible bus and light rail, in addition to 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 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 schedules

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: Not applicable

Vehicles: Sedans and wheelchair accessible vans

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes

*Other: 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 living outside of the ADA Paratransit Service Area will be subject to the Service Area Surcharge for trips to or from their home.
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Cancer Society</td>
<td>1-800-ACS-2345</td>
</tr>
<tr>
<td>Cabrillo College Disabled Student Services</td>
<td>479-6379</td>
</tr>
<tr>
<td>Central Coast Ambulance Service</td>
<td>685-3201</td>
</tr>
<tr>
<td>City of Capitola–Seasonal Shuttle</td>
<td>475-7300</td>
</tr>
<tr>
<td>Courtesy Cab Co. (Watsonville Transportation)</td>
<td>761-3122</td>
</tr>
<tr>
<td>Davenport Resource Service Center</td>
<td>425-8115</td>
</tr>
<tr>
<td>Deluxe Cab Co.</td>
<td>475-3232</td>
</tr>
<tr>
<td>Early Bird Airport Shuttle</td>
<td>462-3933</td>
</tr>
<tr>
<td>First Transit</td>
<td>460-9911</td>
</tr>
<tr>
<td>Greyhound Bus Lines</td>
<td>212-3715 or 800-231-2222</td>
</tr>
<tr>
<td>Lift Line–Local Medical Transportation</td>
<td>425-1558 or 688-9663</td>
</tr>
<tr>
<td>Lift Line–Out-of-County &amp; Veteran’s Clinics Medical Transportation</td>
<td>425-1558 or 688-9663</td>
</tr>
<tr>
<td>Lift Line–Same Day Rides Transportation</td>
<td>425-1558 or 688-9663</td>
</tr>
<tr>
<td>Lift Line–Senior Dining Center</td>
<td>425-1558 or 622-9663</td>
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<tr>
<td>Lift Line–Taxi Scrip</td>
<td>425-1558 or 688-9663</td>
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<tr>
<td>Medi-Cal/Alliance Non-Emergency Transportation</td>
<td>430-5500</td>
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<tr>
<td>Mental Health Client Action Network</td>
<td>469-0462</td>
</tr>
<tr>
<td>Pajaro Valley Unified School District</td>
<td>728-6324</td>
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<tr>
<td>San Lorenzo Valley Unified School District</td>
<td>336-2223</td>
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<tr>
<td>Santa Cruz City Schools</td>
<td>429-3410</td>
</tr>
<tr>
<td>Santa Cruz County Veterans Service Office</td>
<td>458-7110</td>
</tr>
<tr>
<td>Santa Cruz Metropolitan Transit District</td>
<td>425-8600</td>
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<tr>
<td>Santa Cruz Metropolitan Transit District ParaCruZ</td>
<td>425-4664</td>
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<tr>
<td>Scotts Valley Senior Center</td>
<td>438-8666</td>
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<tr>
<td>UCSC Disability Van Service</td>
<td>459-2829</td>
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<tr>
<td>Van Rentals:</td>
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<td>Access Options</td>
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</tr>
<tr>
<td>Santa Cruz</td>
<td>427-5070</td>
</tr>
<tr>
<td>Watsonville</td>
<td>722-6708</td>
</tr>
<tr>
<td>Yellow Cab Company</td>
<td>423-1234</td>
</tr>
<tr>
<td>Other Counties:</td>
<td></td>
</tr>
<tr>
<td>Monterey</td>
<td>1-888-678-2871</td>
</tr>
<tr>
<td>San Benito</td>
<td>636-4161</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>408-436-2865</td>
</tr>
</tbody>
</table>

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