



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

TABLE OF CONTENTS

American Cancer Society.....	1
Cabrillo College Accessibility Support Center.....	2
Central Coast Ambulance Service.....	3
City of Capitola–Seasonal Shuttle.....	4
Community Bridges/Lift Line	5
Lift Line Medical Transportation	
Lift Line Senior Dining Center Transportation	
Lift Line Taxi Scrip	
Lift Line Veterans Medical Transportation	
First Transit.....	8
Greyhound Bus Lines	9
Medi-Cal/Alliance Non-Emergency Transportation.....	10
Mental Health Client Action Network	11
Santa Cruz County Veterans Service Office	12
Santa Cruz Metropolitan Transit District - (METRO)	13
Santa Cruz Metropolitan Transit District - (METRO ParaCruz)	15
School Districts – Transportation Services	17
Pajaro Valley Unified School District	
San Lorenzo Valley Unified School District	
Santa Cruz City Schools	
Scotts Valley Senior Center	19
Taxi - Transportation Services	20
Courtesy Cab Company	
Deluxe Cab Company	
Santa Cruz Yellow Cab	
UCSC Disability Van Service	22
Van Rentals	23
Volunteer Centers of Santa Cruz County	24
<u>Other Counties</u>	
Monterey County Paratransit.....	25
San Benito County Paratransit	26
Santa Clara County Paratransit	27
Telephone Numbers	28

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 Accessibility Support Center

(Formerly Disabled Students Program and Services)

Phone: 831-479-6379
Fax: 831-479-6393
Mailing Address: 6500 Soquel Dr., Aptos, CA 95003
Web: www.cabrillo.edu/services/dsps/

Agency History: Accessibility Support Center 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 requesting 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 an Accessibility Support Center 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: 2 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. Private insurance accepted
Service Area:	Non-emergency medical transport to skilled nursing facilities and hospitals in Santa Cruz, San Benito, and Monterey Counties
Securing Service:	On demand and by reservation
How Trips are Prioritized:	By reservation
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 for shuttle. Parking cost is \$0.50 per hour

Service Area: Between the shuttle parking lot No. 2 (426 Capitola Ave., Capitola), 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

Community Bridges/Lift Line

(Four transportation programs available)

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/liftline

Agency History: Community Bridges provides transportation services via Lift Line

Eligibility: Application, Santa Cruz County resident, meet the income, age, and/or disability criteria

Service Charges: No charge; although donations are accepted

Service Area: Santa Cruz, Monterey, San Benito, Santa Clara, San Francisco Counties medical facilities

How Trips are Prioritized: By reservation, first come first served

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes

Vehicles: 18

1 - Lift Line Medical Transportation (for medical appointments only)

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

Community Bridges/Lift Line (cont.)

2 - Lift Line Senior Dining Center Transportation (to/from meal sites)

Meal Site Requests:	Highlands Park Senior Center: 831-336-5366 Live Oak Senior Center: 831-475-7177 Louden Nelson: 831-427-0901 Watsonville Senior Center: 831-724-2024
Eligibility:	Santa Cruz County residents age 60 (+) can apply at their local meal site
Hours/Schedule:	Depending on the scheduled serving times, varies at each center
Service Area:	Santa Cruz County
Securing Service:	Contact Senior Center to secure a meal and contact Lift Line to schedule transportation
How Trips are Prioritized:	No priorities

3 - Lift Line Taxi Scrip (contracted with local taxis)

Hours/Schedule:	24 hours, 7 days/week
Service Charges:	\$8/mo for \$30 worth of scrip for applicants under the 200% Federal Poverty Level (FLP). \$16/mo for \$30 in scrip for those above the 200% FLP
Service Area:	Confirm with contracted cab companies
Securing Service:	Same day service: Santa Cruz Yellow Cab – 423-1234 Courtesy Cab – 761-3122 (Spanish spoken) Deluxe Taxi Aptos – 688-2468 Deluxe Taxi Santa Cruz – 475-3232 San Lorenzo Valley Taxi – 335-1700
How Trips are Prioritized:	By reservation
Vehicles:	Taxis – request wheelchair vans at reservation

Community Bridges/Lift Line continued

4 - Lift Line Veterans Medical Transportation* (to Veterans service facilities)

Hours/Schedule: Mon-Fri excluding holidays, first pick up at 8:30 am and last pick up at 1:00 pm

*see pg 12 for Santa Cruz County Veterans services



Community Bridges provides rides with their Lift Line and contracted vehicles (pages 5-7)

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

Agency History: First Transit (First Group) has provided passenger transportation nationwide for over fifty years

Eligibility: Daily services for developmentally disabled adult clients of the San Andreas Regional Center (SARC). Public charter services also available

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: SARC clients via their Service Coordinator. Charter trips via the office

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

Vehicles: 20 vans and buses

Wheelchairs Accommodated: Yes, in 11 vehicles

Spanish Spoken: Yes

Greyhound Bus Lines

Phone:	831-212-3715 or 1-800-231-2222 1-800-752-4841 (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 or log on for route information or special assistance. No reserved seats. Recommend arrival one hour before 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 with 48 hours advance request via 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

Medi-Cal/Alliance Non-Emergency Transportation

Phone:	831-430-5500
Fax:	831-430-5852
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 locally governed and publicly operated, and serves over 30,000 members in Santa Cruz, and area Counties
Eligibility:	Residents of Santa Cruz County approved by the Alliance for Medi-Cal rides unable to use public or private transportation; rides provided by Lift Line and others
Hours/Schedule:	Monday-Friday, 8:00 am to 5:00 pm
Service Charges:	None
Service Area:	Santa Cruz and Monterey Counties
Securing Service:	5-day advance reservation requested
How Trips are Prioritized:	Rides provided only to medical appointments and other medically necessary services
Vehicles:	Vans
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: 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 for medical appointments, trips to Emeline case managers, classes and support groups at MHCAN

Vehicles: 7-passenger van

Wheelchairs Accommodated: No

Spanish Spoken: Yes

Santa Cruz County Veterans Service Office*

Phone:	831-458-7110
Fax:	831-458-7116
Mailing Address:	842 Front Street, Santa Cruz CA 95060
Email:	Sheila.Challberg@santacruzcounty.us
Web:	www.santacruzvets.com
Eligibility:	All veterans
Hours/Schedule:	Big White Bus: Departs: 842 Front St., Mon-Fri, 9:20am Returns: 842 Front St., Mon-Fri, 3:40pm 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 Facilities No transportation services on holidays
Securing Service:	Reservations not required on the Big White Bus. Reservations 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 Community Bridges/Lift Line – page 7*

Santa Cruz Metropolitan Transit District (METRO)

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@scmttd.com
Web Site:	www.scmttd.com
Agency History:	Formed in 1968, provides local fixed route, Highway 17 commuter, and paratransit services
Eligibility:	Everyone
Hours/Schedule:	Varies by route
Service Charges:	Ride, day pass, monthly fares vary for: Regular fares, Seniors (62+)* disabled*, Hwy 17 *(METRO Discount Fare Photo ID card is required)
Accessibility Coordinator:	Free personalized instructions for seniors, people with disabilities. (Bus ride safely, discount ID card, tickets) Complimentary "Stoke Straps" available to assist in mobility device tie-down
Service Area:	Fixed route services within Santa Cruz County and on Highway 17 to San Jose
Securing Service:	First come, first served
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:	Buses designed to accommodate most mobility devices. Consult with METRO for specifics
Spanish Spoken:	Yes

**** Persons unable to access fixed route service due to a physical, cognitive, or psychiatric disability, contact METRO ParaCruz for an eligibility determination. See page 15 for more detailed information.***



METRO offers fixed route service to destinations throughout Santa Cruz County and on the 17 Express to San Jose

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.
(Customer Guide available upon request (831) 425-4664 and at www.paracruz.com)

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:	ParaCruz is a shared ride paratransit service, complementary to METRO's fixed route bus system
Eligibility:	Persons certified through an in-person interview unable to functionally access the bus due to physical, cognitive, or psychiatric disabilities
Hours/Schedule:	METRO ParaCruz service operates the same days and hours as METRO's fixed route
Fares:	\$4.00 or \$6.00 fare per one-way trip based on origin and destination. Premium fares for 'will-calls' (\$8.00), re-dispatch vehicles (\$16.00)
Service Area:	Door-to-door service to origin and destination locations within 3/4 mile of a METRO bus routes
Securing Service:	Eligible persons may reserve service 1-3 days in advance (same-day service not available). No limitations on the number of ParaCruz trips
How Trips are Prioritized:	Reservation (no priorities based on purpose)
Vehicles:	Mid-sized buses, accessible vans, minivans, in addition to contracting with private operators

Santa Cruz Metropolitan Transit District – (METRO ParaCruz) cont.

- Wheelchairs Accommodated:** Will attempt to carry wheelchair or mobility devices that can physically and safely be accommodated on the vehicles. Must navigate device on ramp or lift, and maneuver into a forward facing position for securement
- Spanish Spoken:** Yes



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

School Districts - Transportation Services

(Three programs available)

- Eligibility:** Home-to-school transportation for Special Education students, including non-ambulatory, deaf, and special needs
- Service Charges:** No charge
- Securing Service:** Determined by Individual Education Program (IEP) Team. Clients must be referred through the District's Special Services Department
- How Trips are Prioritized:** Priority based on need as determined by school

1 - Pajaro Valley Unified School District

- Phone:** 831-728-6324
Fax: 831-728-6307
Mailing Address: 294 Green Valley Rd.
Watsonville, CA 95076
Email: Amanda_Crawford@pvusd.net
Web: www.pvusd.net
- Hours/Schedule:** School Days: 5:00 am–7:30 pm
- Service Area:** Schools in Pajaro Valley District
- Vehicles:** 45 small buses, 55 large buses
- Wheelchairs Accommodated:** Yes, on 15 of the small buses
- Spanish Spoken:** Yes

Schools Districts (cont.)

2 - 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

Hours/Schedule: School Days: 6:30 am–4:00 pm

Service Area: Schools in the San Lorenzo Valley

Vehicles: 15 small and large buses

**Wheelchairs
Accommodated:** Yes, on 2 buses

Spanish Spoken: No

3 - Santa Cruz City Schools

Phone: 831-429-3410
Mailing Address: 405 Old San Jose Road
Soquel, CA 95073
Web: www.sccs.santacruz.k12.ca.us

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

Service Area: Santa Cruz City Schools attendance area

Vehicles: 12 Special Education buses

**Wheelchairs
Accommodated:** Yes

Spanish Spoken: Yes

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: medical appointments, shopping, banking; Wednesday: Bingo only; Friday: Scotts Valley Area only (to noon)
Service Charges:	Members: Scotts Valley trips \$1.50 each way (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
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
Spanish Spoken:	No

Taxi - Transportation Services

(Three taxi companies)

Eligibility: Everyone

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

1 - 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

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 6) accepted

Service Area: Rides originating in City of Watsonville, parts of Santa Cruz Co. No pick-up in City of Santa Cruz

Securing Service: On demand

How Trips are Prioritized: Not applicable

Vehicles: 6 autos, 6 lift-equipped vans

Wheelchairs Accommodated: Yes, in all vans

Spanish Spoken: Yes

2 - Deluxe Cab Company

Phone: 831-475-3232

Mailing Address: P.O. Box 1256, Aptos, CA 95003

Service Charges: \$4.00 to start; \$3.00 per mile; \$7.00 minimum; \$36.00/hour waiting time, 10% discount for seniors. MSSP and Lift Line taxi scrip accepted (see page 6). No checks or credit cards

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

Taxi services continued

2 - Deluxe Cab Company (cont.)

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

3 - Santa Cruz Yellow Cab

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.org

Service Charges: \$4.00 to start; \$3.00 per mile; \$36.00 hourly rate, 10% discount for seniors and disabled. Lift Line taxi Scrip (see page 6) accepted

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

Securing Service: Advance reservations and ride requests welcome

How Trips are Prioritized: Based on pick-up location and available drivers

Vehicles: 20 sedans, 5 mini-vans, 6 paratransit vehicles

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes

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:** Students/staff/ faculty, and campus visitors with temporary, stamina, or permanent mobility impairments to locations not served by Campus Transit System. Medical documentation required
- Hours/Schedule:** School term: M-F, 7:30am-11:15pm;
Weekends: 6:00pm-11:15pm;
Summer session: M-F, 7:30am-9:45pm;
Intersession (qtr. break): M-F, 7:30am-5:45pm;
Night: M–Th after 9:00pm, Fridays after 6:00pm
- Service Charges:** No charge
- Service Area:** Shared-ride, curb-to-curb to regular DVS stops within ¾ mile of UCSC Campus Transit Route
- Securing Service:** TAPS DVS office to request same-day or advance booking **OR** the online reservation at: <http://www2.ucsc.edu/taps/dvsresform.html>
- How Trips are Prioritized:** Priority is given first to advance bookings traveling to class
- Vehicles:** 6 accessible minivans
- Wheelchairs Accommodated:** Yes
- Spanish Spoken:** No

Van Rentals (Accessible Vehicles)

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

Company: Wheelchair Getaways of California
Contact: Phone: 1-800-638-1912
Fax: 1-650-589-5556
Address: San Jose, San Francisco, San Mateo, other
Web: www.wheelchairgetaways.com/franchise/california_sanfransisco2/home.htm
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

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 17 th Ave, Suite 2, Santa Cruz, CA 95062
Email:	rsvpvol@scvolunteercenter.org
Web:	www.scvolunteercenter.org
Agency History:	Service provided by volunteer drivers since 1966
Eligibility:	Rides provided to seniors (55+) and disabled persons (non-wheelchair)
Hours/Schedule:	Mon–Fri, 9:00am–4:00pm Front desk service 10:00am-1:00pm
Service Charges:	No charge. Limit of two round-trips per week
Service Area:	Santa Cruz County
Securing Service:	Reserve at least 7-10 business days in advance
How Trips are Prioritized:	Priority given first to rides for medical purposes, second for banking and grocery shopping
Vehicles:	Volunteer drivers use their own vehicles
Wheelchairs Accommodated:	No
Spanish Spoken:	Yes, agency staff

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:	Formed in 1981 Monterey-Salinas Transit, MST RIDES, serves a 280 square-mile area of Monterey County
Eligibility:	Clients with disability that prevents independent use of fixed route service. Certification process: up to 21 days
Hours/Schedule:	Service during hours/days MST operates fixed route
Service Charges*:	\$3.00 one-way 2.7 miles or less, \$5.00 one-way 2.7 -19.7 miles, \$7.00 one-way 19.7(+) miles. Personal Care Assistants ride free when boarding with ID card
Service Area:	Curb-to-curb service to origins and destinations within 3/4 mile service area of regular routes. For additional fares, special transportation services 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:	Mon-Fri - 6:00 am to 6:00 pm; Sat & Sun - 9:00 am to 3:00 pm; No service on: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day (Office closed on weekends)
Service Charges*:	\$1.25, Personal Care Assistants ride free
Service Area*:	Within ¾ mile of bus routes; connecting service at Gilroy for Santa Clara County services
Securing Service*:	Up to 14 days in advance or same day. (Rides scheduled the day of service will be subject to a \$1.00 convenience fee)
How Trips are Prioritized:	Not applicable
Vehicles:	5 vehicles in service daily (Mon–Fri) 1 vehicle in service (Sat–Sun)
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

****Other: A general Dial-A-Ride service is available for anyone living outside ¾ mile of the Fixed Route service area. General Dial-A-Ride service fares are \$1.25 for youth, seniors, and disabled individuals and \$2.00 for adults.***

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, light rail, and paratransit service through contract with Outreach and Escort, Inc
Eligibility:	Paratransit provided to individuals unable to use fixed route services due to disability. Application required
Hours/Schedule:	Administration is open 8:00am - 5:00pm; service hours comparable to VTA route schedules
Service Charges*:	\$4.00 each way; Personal Care Assistants ride free
Service Area:	3/4 mile corridor around VTA bus, light rail routes
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.***

TELEPHONE NUMBERS *

American Cancer Society -----	1-800-ACS-2345
Cabrillo College Accessibility Support Center -----	479-6379
Central Coast Ambulance Service -----	685-3201
City of Capitola–Seasonal Shuttle -----	475-7300
Community Bridges/Lift Line -----	425-1558 or 688-9663
Courtesy Cab Co. (Watsonville Transportation) -----	761-3122
Deluxe Cab Co. -----	475-3232
First Transit -----	460-9911
Greyhound Bus Lines -----	212-3715 or 1-800-231-2222
Medi-Cal/Alliance Non-Emergency Transportation --	430-5500
Mental Health Client Action Network -----	469-0462
Pajaro Valley Unified School District -----	728-6324
San Lorenzo Valley Unified School District -----	336-2223
Santa Cruz City Schools -----	429-3410
Santa Cruz County Veterans Service Office -----	458-7110
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
Van Rentals:	
Access Options -----	722-6804
Wheelchair Getaways of California -----	1-800-638-1912
Wheelers -----	1-800-456-1371
Volunteer Centers of Santa Cruz County:	
San Lorenzo Valley -----	336-9387
Santa Cruz -----	427-5070
Watsonville -----	722-6708
Santa Cruz Yellow Cab -----	423-1234
Other Counties:	
Monterey -----	1-888-678-2871
San Benito -----	636-4161
Santa Clara -----	408-436-2865

* All numbers are in the 831 area code unless noted

**Prepared by
The Santa Cruz County Regional
Transportation Commission**

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

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