Guide to Specialized Transportation Services
for Seniors and People with Disabilities in Santa Cruz County
# Table of Contents

Cabrillo College Accessibility Support Center ........................................... 3  
Central Coast Ambulance Service ............................................................. 4  
City of Capitola–Seasonal Shuttle ............................................................. 5  
Community Bridges/Lift Line .................................................................. 7  
  Lift Line Medical Transportation  
  Lift Line Senior Dining Center Transportation  
  Lift Line Taxi Scrip  
  Lift Line Veterans Medical Transportation  
First Transit ............................................................................................... 9  
Greyhound Bus Lines .................................................................................. 10  
Medi-Cal/Alliance Non-Emergency Transportation .................................... 11  
Mental Health Client Action Network ......................................................... 12  
Santa Cruz County Veterans Service Office ................................................. 13  
Santa Cruz Metropolitan Transit District - (METRO) .................................. 15  
Santa Cruz Metropolitan Transit District - (METRO ParaCruz) .................. 18  
Scotts Valley Senior Center ....................................................................... 21  
Taxi - Transportation Services .................................................................. 22  
  Courtesy Cab Company  
  Santa Cruz Yellow Cab  
UCSC Disability Van Service ....................................................................... 24  
Van Rentals .................................................................................................. 25  
Volunteer Centers of Santa Cruz County ...................................................... 26  
Other Counties  
  Monterey County Paratransit ................................................................. 27  
  San Benito County Paratransit ................................................................. 28  
  Santa Clara County Paratransit ................................................................. 29  
Telephone Numbers .................................................................................... 30
Cabrillo College Accessibility Support Center

Phone: 831-479-6379
Fax: 831-477-3738
Mailing Address: 6500 Soquel Dr., Aptos, CA 95003
TTY 831-479-6421
Web: www.cabrillo.edu/accessibility-support-center/

Service Area: Cabrillo campus

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; cost included in tuition fees

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

<table>
<thead>
<tr>
<th><strong>Phone:</strong></th>
<th>831-685-3201</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mailing Address:</strong></td>
<td>P.O. Box 1244, Aptos CA 95001</td>
</tr>
<tr>
<td><strong>Service Area:</strong></td>
<td>Non-emergency medical transport to skilled nursing facilities and hospitals in Santa Cruz, San Benito, and Monterey Counties</td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Everyone</td>
</tr>
<tr>
<td><strong>Hours/Schedule:</strong></td>
<td>24 hours/day, 7 days/week</td>
</tr>
<tr>
<td><strong>Service Charges:</strong></td>
<td>Varies according to skill level required by staff to accommodate the rider’s needs Private insurance accepted</td>
</tr>
<tr>
<td><strong>Securing Service:</strong></td>
<td>On demand and by reservation</td>
</tr>
<tr>
<td><strong>How Trips are Prioritized:</strong></td>
<td>By reservation</td>
</tr>
<tr>
<td><strong>Vehicles:</strong></td>
<td>6 ambulances</td>
</tr>
<tr>
<td><strong>Wheelchairs</strong></td>
<td>Only folding wheelchairs are allowable. Passenger must lay on gurney.</td>
</tr>
<tr>
<td><strong>Bariatric Gurneys Available</strong></td>
<td>Yes Maximum weight up to 1000 lbs including passenger</td>
</tr>
<tr>
<td><strong>Spanish Spoken:</strong></td>
<td>Yes</td>
</tr>
</tbody>
</table>
City of Capitola–Seasonal Shuttle

Phone: 831-475-7300
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.

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

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
Parking limited to 12 hours

Securing Service: Provided on a first come, first serve basis

How Trips are Prioritized: Not applicable

Vehicles: Varies by demand
Wheelchairs Accommodated: Yes
Spanish Spoken: Yes
Community Bridges provides rides with their Lift Line service and contracted vehicles (see pages 7-8)
Community Bridges/Lift Line
(Four transportation programs available)

Phone: 831-688-9663
Fax: 831-688-8302
Mailing Address: 545 Ohlone Parkway, Watsonville, CA 95076
Web: www.communitybridges.org/liftline

Agency History: Community Bridges provides transportation services via Lift Line county-wide

Service Area: Santa Cruz County

Eligibility: Santa Cruz County residents age 60+ or living with a disability who meet the income criteria

Service Charges: No charge, although donations are accepted

How Trips are Prioritized: By reservation
Reservation requests are accepted between 8:30 and 5:00 pm

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes

Vehicles: 18

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

Hours/Schedule: 7 days per week except holidays, first pick up at 8:30 am and last pick up at 3:30 pm

Service Area: Medical appointments in Santa Cruz, Monterey, San Mateo, San Benito, Santa Clara, and San Francisco counties.
2 - Lift Line Senior Dining Center Transportation
(to/from meal sites)

Meal Site Requests: Highlands Park Senior Center: (831) 336-8900
Live Oak Senior Center: (831) 476-3272
Louden Nelson: (831) 420-6177
Watsonville Senior Center: (831) 768-3279

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

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

Hours/Schedule: 24 hours, 7 days/week

Service Charges: $16/mo for $60 worth of scrip for applicants under
200% Federal Poverty Level (FPL)
$32/mo for $60 in scrip for those above 200% FPL

Service Area: Confirm with contracted cab companies

Securing Service: Same day service: Yellow Cab 831-333-1234
Courtesy Cab 831-761-3122 (Spanish spoken)

How Trips are
Prioritized:

Wheelchairs
accommodated:

Taxis – request wheelchair vans at reservation

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

*Also see page 13 for Santa Cruz County Veterans services
First Transit

Phone: 831-460-9911
Mailing Address: 117 Fern St., Ste. 100, Santa Cruz, CA 95060
Web: www.firsttransit.com

Agency History: First Transit has provided passenger transportation nationwide for over sixty years.

Eligibility: Daily services for adults with developmental disabilities authorized by the San Andreas Regional Center (SARC). Vehicles are also available for public charter.

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

Hours/Schedule: SARC service Monday-Friday to authorized day programs. Charter services are flexible and arranged by reservation

Service Charges: No charge for daily services for authorized clients of SARC. Charter service rate starts at $80/hour with a 4 hour minimum rental.

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: 23 vans and buses

Wheelchairs Accommodated: Yes, in 11 vehicles

Spanish Spoken: Yes
Greyhound Bus Lines

Phone: 831-423-4082 or 1-800-231-2222  
1-800-752-4841 (ADA Assistance)
Email: ada.support@greyhound.com
TTY/TDD: 1-800-345-3109
Mailing Address: 920 Pacific Ave., Santa Cruz, CA 95060  
   (Metro Center)
Web: www.greyhound.com

Eligibility: Everyone
Service Area: National
Hours/Schedule: Varies

Service Charges: Seniors (62+) receive a 5% discount  
Attendants of those needing special assistance pay 50% of regular fare

Securing Service: Call or go online for route information and/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. Wheelchair weight is limited to 1,000 lbs including the passenger. Wheelchair size is limited to 30” x 48” and mobility scooters are limited to 30” x 30”.

Spanish Spoken: Yes, at 1-800-531-5332
Medi-Cal/Alliance
Non-Emergency Transportation

Phone: 800-700-3874 ext. 5577
Santa Cruz County Main Office: 831-430-5500
For the Hearing or Speech Assistance Line, call 800-735-2929 (TTY: Dial 711)

Mailing Address: Alliance Transportation Coordinator: 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

Service Area: Santa Cruz and Monterey Counties

Eligibility: Residents of Santa Cruz County approved by the
Alliance for Medi-Cal 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

Securing Service: 7 Business days in advance

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
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

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

Eligibility: Residents of Santa Cruz County diagnosed with a major emotional or psychiatric disorder

Hours/Schedule: Monday - Friday: 8:30 am - 4:30 pm

Service Charges: No charge

Securing Service: Advance reservation and same day service provided. After-hours leave a message

How Trips are Prioritized: Priority for medical appointments, trips to Emeline case managers, grocery stores, and classes and support groups at MHCAN

Vehicles: 12 passenger van

Wheelchairs Accommodated: No

Spanish Spoken: Yes
Santa Cruz County Veterans Service Office*

Phone: Santa Cruz Veteran’s Service Office: 831-454-7276
Transport to Palo Alto VA Med Center: 650-493-5000
Watsonville Veteran’s Service Office: 831-763-8868

Fax: 831-458-7116

Mailing Address: Santa Cruz Office: 842 Front Street, Santa Cruz CA 95060
Watsonville Office: 18 West Beach Street, Watsonville, CA 95076

Email: Dean.Kaufman@santacruzcounty.us.

Web: www.santacruzvets.com

Service Area: The Palo Alto VA Shuttle Bus:
Palo Alto and San Jose Medical Facilities
No transportation services on holidays

DAV Van:
Palo Alto, San Jose and Menlo Park Facilities
No transportation services on holidays

Eligibility: All veterans

Hours/Schedule: The Palo Alto VA Shuttle Bus:
Departs: Santa Cruz Veterans Memorial Building, 846 Front St., Monday - Friday 9:20 am
Returns: 846 Front St., Monday – Friday 2:00 pm

DAV Van: Van operations are by reservation:
Departs: 842 Front St., Monday – Friday 8:10 am
Return: 842 Front St., Monday – Friday 11:45 am.

Service Charges: No charge

Securing Service: Reservations not required on the Palo Alto VA Shuttle 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: Yes

* Also see Community Bridges/Lift Line – pages 7 & 8
METRO offers fixed route service to destinations throughout Santa Cruz County and on the 17 Express to San Jose (see page 16)
Santa Cruz Metropolitan Transit District (METRO)

Phone: (831) 425-4664
Speech/Hearing Impaired CRS 711
Accessible Services Coordinator: 831-423-3868

Mailing Address: 110 Vernon Street, Santa Cruz, CA 95060
Email: info@scmtd.com
Web Site: www.scmtd.com

Service Area: Fixed route services within Santa Cruz County and on Highway 17 to San Jose*

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

Accessible Services Coordinator: Free personalized instructions for seniors and people with disabilities, including assistance with “Stoke Straps” mobility device tie-down, bus ride safely, discount ID card, and tickets.

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 18 for more information.
METRO’s ParaCruz provided lift-equipped vehicles for eligible individuals unable to use the fixed route system (see page 19)
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

Mailing Address: 2880 Research Park Dr, # 160 Soquel, CA 95073

Email: paracruz@scmtd.com

Web: www.paracruz.com

Eligibility: Persons certified through an in-person interview unable to functionally access the bus due to physical, cognitive, or psychiatric disabilities

Service Area: Door-to-door service to origin and destination locations within 3/4 mile of a METRO bus routes

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’ are $8.00 per trip. Re-dispatched vehicles are $16.00

Securing Service: Eligible persons may reserve service 1 - 3 days in advance (same-day service not available). No limitations on the number of METRO ParaCruz trips

How Trips are Prioritized: By reservation.

Vehicles: Mid-sized buses, accessible vans, minivans, in addition to contracting with private operators
<table>
<thead>
<tr>
<th><strong>Wheelchairs Accommodated:</strong></th>
<th>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 to be secured.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Spanish Spoken:</strong></td>
<td>Yes</td>
</tr>
<tr>
<td>Scotts Valley Senior Center</td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 831-438-8666</td>
<td></td>
</tr>
<tr>
<td><strong>Mailing Address:</strong> 370 Kings Village Road, Scotts Valley, CA 95066</td>
<td></td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:dcroskrey@scottsvalley.org">dcroskrey@scottsvalley.org</a></td>
<td></td>
</tr>
<tr>
<td><strong>Eligibility:</strong> Members and non-members 50+ years old</td>
<td></td>
</tr>
<tr>
<td><strong>Hours/Schedule:</strong></td>
<td></td>
</tr>
<tr>
<td>Monday: Groceries/Banking</td>
<td></td>
</tr>
<tr>
<td>Tuesday: Medical Appointments/Groceries</td>
<td></td>
</tr>
<tr>
<td>Wednesday: Lunch &amp; Bingo at the Center</td>
<td></td>
</tr>
<tr>
<td>Thursday: Medical Appointments/Groceries</td>
<td></td>
</tr>
<tr>
<td>Friday: Shopping</td>
<td></td>
</tr>
<tr>
<td><strong>Service Charges:</strong></td>
<td></td>
</tr>
<tr>
<td>Members - within Scotts Valley is $1.50 one-way, outside Scotts Valley is $6.00 one-way or $7.00 round-trip.</td>
<td></td>
</tr>
<tr>
<td>Non-Members - within Scotts Valley is $2 one-way, outside Scotts Valley is $7 one-way or $8.00 round-trip. Additional stops are 50 cents per stop.</td>
<td></td>
</tr>
<tr>
<td><strong>Service Area:</strong> Pick-up must be in Scotts Valley</td>
<td></td>
</tr>
<tr>
<td><strong>Securing Service:</strong> Reservations must be made 24 hours in advance</td>
<td></td>
</tr>
<tr>
<td><strong>How Trips are Prioritized:</strong> Priority to medical rides, next to shopping trips</td>
<td></td>
</tr>
<tr>
<td><strong>Vehicles:</strong> 1 minivan driven by a volunteer drivers</td>
<td></td>
</tr>
<tr>
<td><strong>Wheelchairs Accommodated:</strong> No</td>
<td></td>
</tr>
<tr>
<td><strong>Spanish Spoken:</strong> No</td>
<td></td>
</tr>
</tbody>
</table>
Taxi - Transportation Services

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

Courtesy Cab Company

Phone: 831-761-3122
Mailing Address: 149 Walker St, Watsonville, CA 95076
Email: maria@courtesycab.com
Web: www.courtesycab.com

Service Area: Rides originating in City of Watsonville and some parts of Santa Cruz County. No pick-up in City of Santa Cruz

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 8) accepted

Securing Service: On demand

Vehicles: 6 autos
6 lift-equipped vans

Wheelchairs Accommodated: Yes, in all vans

Spanish Spoken: Yes
### Santa Cruz Yellow Cab

<table>
<thead>
<tr>
<th><strong>Phone:</strong></th>
<th>831-333-1234</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mailing Address:</strong></td>
<td>P.O. Box 3328, Santa Cruz, CA 95063</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:john@yellowcab1234.com">john@yellowcab1234.com</a></td>
</tr>
<tr>
<td><strong>Web:</strong></td>
<td><a href="https://www.yellowcab1234.com/">https://www.yellowcab1234.com</a></td>
</tr>
<tr>
<td><strong>Service Area:</strong></td>
<td>Cities of Santa Cruz, Scotts Valley, Capitola, and unincorporated county areas</td>
</tr>
</tbody>
</table>
| **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 8) accepted |
| **Securing Service:** | Advance reservations and ride requests welcome |
| **How Trips are Prioritized:** | Based on pick-up location and available drivers |
| **Vehicles:** | 20 sedans  
5 minivans |
| **Wheelchairs Accommodated:** | No |
| **Spanish Spoken:** | Yes |
UCSC Transportation and Parking Services (TAPS) Disability Van Service

Phone: 831-459-2829  
Fax: 831-459-4234  
Mailing Address: 1156 High St. Santa Cruz, CA 95064  
Email: dvs@ucsc.edu  
Web: taps.ucsc.edu/buses-shuttles/d-v-s.html

Service Area: Shared-ride, curb-to-curb to specified DVS stops servicing the UCSC Campus only

Eligibility: UCSC students, staff, or faculty and campus visitors with temporary, stamina, or permanent mobility impairments -- Medical documentation required

Hours/Schedule: School term: Mon - Fri 7:30 am - 11:15 pm, weekends: 6:00 pm - 11:15 pm  
Summer session: Mon - Fri 7:30 am - 9:45 pm  
Intersession (breaks): Mon - Fri 7:30 am - 5:45 pm

Service Charges: No charge

Securing Service: Reservation requests can be made online or phone. Phone reservations can be made Mon – Fri 7:30 am - 4:30 pm. Same day reservations made by phone only. Next day reservations are accepted until 7:30 pm the night before. Next day reservations received after 7:30 pm the night before will be placed on the will-call list.

How Trips are Prioritized: Priority is given first to advance bookings traveling to classes

Vehicles: 6 accessible minivans

Wheelchairs Accommodated: Yes

Spanish Spoken: No
Van Rentals (Accessible Vehicles)

Company: Wheelchair Getaways
Phone: 866-224-1750
Address: San Jose, San Francisco, San Mateo, other
Web: https://www.accessiblevans.com/

Services: Accessible van rentals
Spanish Spoken: No

Company: Access Options Incorporated
Phone: 831-722-6804
Email: info@accessoptions.com
Address: 109 Lee Rd, Ste D Watsonville, CA 95076
Web: www.accessoptions.com

Services: Accessible van rentals, sales and modifications
Spanish Spoken: Yes
Volunteer Center of Santa Cruz County

Phone: Santa Cruz: 831-427-3435
Watsonville: (831) 768-8132

Mailing Address: 1740 17th Ave, Suite 2, Santa Cruz, CA 95062
Email: Transportation@scvolunteercenter.org
Web: www.scvolunteercenter.org

Agency History: Service provided by volunteer drivers since 1966

Service Area: Santa Cruz County

Eligibility: Seniors (55+) and disabled individuals (non-wheelchair)

Hours/Schedule: Monday - Friday 10:00 am - 2:00 pm

Service Charges: No charge
Limit of one trip per week

Securing Service: Reserve at least 7-10 business days in advance

How Trips are Prioritized: Priority given first to rides for medical purposes 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: 201 Pearl Street, Monterey, CA 93940
Web: www.mstmobility.org/ada-paratransit-rides.htm

Service Area: Curb-to-curb service to origins and destinations within 3/4 mile of MST fixed-routes and available in limited areas outside the service area to registered RIDES clients*

Eligibility: Clients who have a disability that prevents independent use of fixed-route service. Certification process can take up to 21 days.

Hours/Schedule: Service during hours/days MST operates fixed route

Service Charges: One-way, 2.7 miles or less: $1.50*
One-way, 2.7 to 17 miles: $2.50*
One-way, more than 17 miles: $3.50*
Personal Care Assistants with ID card ride free

Securing Service: Reservations can be made up to 7 days in advance. Next day reservations received until 5:00 pm.

Vehicles: 23
Wheelchairs Yes

*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: 330 Tres Pinos Road, Suite C7 Hollister CA 95023
Email: info@sanbenitocog.org
Web: www.sanbenitocountyexpress.org/paratransit.html

Agency History: Operated in conjunction with San Benito County Transit

Eligibility: Paratransit riders must be unable to use Fixed Route bus transit

Service Area: Within ¾ mile of bus routes*
Connecting service at Gilroy for Santa Clara County services

Service Charges: $1.25*, Personal Care Assistants ride free

Securing Service: Reservations accepted 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 Monday - Friday
1 vehicle in service Saturday & Sunday

Wheelchairs Accommodated: Yes

Spanish Spoken: Yes

*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.

Service Area: 3/4 mile corridor around VTA bus, light rail routes

Hours/Schedule: Administration is open 8:00 am - 5:00 pm  
Service hours comparable to VTA route schedules

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

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

* 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

Cabrillo College Accessibility Support Center - 831-479-6379
Central Coast Ambulance Service ------------ 831-685-3201
City of Capitola–Seasonal Shuttle ------------ 831-475-7300
Community Bridges/Lift Line -------------- 831-688-9663

Courtesy Cab Co. (Watsonville) --------- 831-761-3122
First Transit ----------------------------- 831-460-9911
Greyhound Bus Lines ---------------------- 831-423-4082 or 1-800-231-2222

Medi-Cal/Alliance
Non-Emergency Transportation -------------- 1-800-700-3874 ext. 5577

Mental Health Client Action Network -------- 831-469-0462
Santa Cruz County Veterans Service Office -- 831-454-7276
Santa Cruz Metropolitan Transit District ---- 831-425-4664
Santa Cruz Metropolitan Transit District ParaCruz ------------------------------- 831-425-4664
Scotts Valley Senior Center ---------------- 831-438-8666
UCSC Disability Van Service ---------------- 831-459-2829

Van Rentals:
Access Options ----------------------------- 831-722-6804
Wheelchair Getaways ----------------------- 866-224-1750

Volunteer Center of Santa Cruz:
Santa Cruz ------------------------------- 831-427-3435
Watsonville ------------------------------- 831-768-8132
Santa Cruz Yellow Cab ---------------------- 831-333-1234

Other Counties:
Monterey ---------------------------------- 1-888-678-2871
San Benito ------------------------------- 831-636-4161
Santa Clara ------------------------------- 408-436-2865