



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

This guide is for informational purposes only; the information herein is provided by agencies outside of the Santa Cruz County Regional Transportation Commission and may be subject to change without notice. Please contact the service provider directly for the most up-to-date information. The Santa Cruz County Regional Transportation Commission does not guarantee the availability or cost of any service included herein. If you require assistance gathering additional information, please contact our staff.

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

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

Senior Network 831-462-1433

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Cabrillo College Accessibility Support Center

Phone: 831-479-6379
Fax: 831-479-6393
Mailing Address: 6500 Soquel Dr., Aptos, CA 95003
TTY 831-479-6421
Web: www.cabrillo.edu/services/dsps

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

Phone:	831-685-3201
Fax:	831-633-5263
Mailing Address:	P.O. Box 1244, Aptos CA 95001
Service Area:	Non-emergency medical transport to skilled nursing facilities and hospitals in Santa Cruz, San Benito, and Monterey Counties
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
Securing Service:	On demand and by reservation
How Trips are Prioritized:	By reservation
Vehicles:	6 ambulances
Wheelchairs	Only folding wheelchairs are allowable. Passenger must lay on gurney.
Bariatric Gurneys Available	Yes Maximum weight up to 1000 lbs including passenger
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.

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: 831-425-1558 or 831-688-9663

Fax: 831-851-2997

Mailing Address: 521 Main St. Ste. H 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: 831-336-5366 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

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 831-423-1234 Courtesy Cab 831-761-3122 (Spanish spoken)
How Trips are Prioritized:	By reservation
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
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***Also see page 12 for Santa Cruz County Veterans services**

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 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:	831-212-3715 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 1-800-231-2222

Medi-Cal/Alliance

Non-Emergency Transportation

Phone:	800-700-3874 ext. 5577
Fax:	831-430-5852
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
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
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: 831-458-7110
650-493-5000 for transport to Palo Alto VA Med Center
831-458-7116

Fax:

Mailing Address: 842 Front Street, Santa Cruz CA 95060

Email: stephen.corbett@santacruzcounty.us

Web: www.santacruzvets.com

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

Eligibility:

All veterans

Hours/Schedule:

Big White Bus:

Departs: 842 Front St., Monday - Friday 9:20am

Returns: 842 Front St., Monday - Friday 3:40 pm

DAV Van:

Departs: as arranged by reservation

Return: varies depending on reservation

Service Charges:

No charge

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

Yes – **Big White Bus**

Accommodated:

No – **DAV Van**

Spanish Spoken:

Yes

* Also see Community Bridges/Lift Line – pages 5 & 6



**METRO offers fixed route service
to destinations throughout
Santa Cruz County and
on the 17 Express to San Jose
(see page 15)**

Santa Cruz Metropolitan Transit District (METRO)

Phone:	831-425-8600 Speech/Hearing Impaired CRS 711 Accessible Services 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
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 15 for more information.**



**METRO's ParaCruz provided
lift-equipped vehicles for
eligible individuals unable to use
the fixed route system
(see page 17)**

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
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
Wheelchairs Accommodated:	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.
Spanish Spoken:	Yes

Scotts Valley Senior Center

Phone:	831-438-8666
Mailing Address:	370 Kings Village Road, Scotts Valley, CA 95066
Eligibility:	Members and non-members 50+ years old
Hours/Schedule:	Monday: Groceries/Banking Tuesday: Medical Appointments/Groceries Wednesday: Lunch & Bingo at the Center Thursday: Medical Appointments/Groceries Friday: Shopping
Service Charges:	Members - within Scotts Valley is \$1.50 one-way, outside Scotts Valley is \$6.00 one-way or \$7.00 round-trip. 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.
Service Area:	Pick-up must be in Scotts Valley
Securing Service:	Reservations must be made 24 hours in advance
How Trips are Prioritized:	Priority to medical rides, next to shopping trips
Vehicles:	1 minivan driven by a volunteer drivers
Wheelchairs Accommodated:	No
Spanish Spoken:	No

Taxi - Transportation Services

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

Courtesy Cab Company

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 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 6) 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

Phone:	831-423-1234
Fax:	831-465-6519
Mailing Address:	P.O. Box 3328, Santa Cruz, CA 95063
Email:	sctransportation.llc@gmail.com
Web:	www.santacruzyellowcab.org
Service Area:	Cities of Santa Cruz, Scotts Valley, Capitola, and unincorporated county areas
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 5) 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 6 paratransit vehicles
Wheelchairs Accommodated:	Yes
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
Interession (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: 1-800-638-1912
Fax: 1-650-589-5556
Address: San Jose, San Francisco, San Mateo, other
Web: www.wheelchairgetaways.com

Services: Accessible van rentals

Spanish Spoken: No

Company: Access Options Incorporated
Phone: 831-722-6804
Fax: 1- 888-828-5438
Address: 109 Lee Rd, Ste D Watsonville, CA 95076
Web: www.accessoptions.com

Services: Accessible van rentals, sales and modifications

Spanish Spoken: Yes

Volunteer Centers of Santa Cruz County

Phone:	Santa Cruz: 831-427-3435 Watsonville: 831-722-6709
Fax:	831-824-2405
Mailing Address:	1740 17 th Ave, Suite 2, Santa Cruz, CA 95062
Email:	Santa Cruz: rsvpvol@scvolunteercenter.org Watsonville: wats@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:	One Ryan Ranch Rd. 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 Accommodate	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: 3240 Southside Rd, Hollister, CA 95023

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 $\frac{3}{4}$ 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 $\frac{3}{4}$ 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 -----	831-425-1558 or 831-688-9663
Courtesy Cab Co. (Watsonville) -----	831-761-3122
First Transit -----	831-460-9911
Greyhound Bus Lines -----	831-212-3715 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 ---	831-458-7110
Santa Cruz Metropolitan Transit District -----	831-425-8600
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 -----	1-800-638-1912
Volunteer Center of Santa Cruz:	
San Lorenzo Valley -----	831-336-9387
Santa Cruz -----	831-427-3435
Watsonville -----	831-722-6708
Santa Cruz Yellow Cab -----	831-423-1234
Other Counties:	
Monterey -----	1-888-678-2871
San Benito -----	831-636-4161
Santa Clara -----	831-408-436-2865

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