

Guide to Specialized Transportation Services for Seniors & People with Disabilities

2007





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

Addendum to Guide – as of June 2009

Page 13: Elderday Adult Day Health Center Transportation

- **Change in History** – Elderday transportation is now contracted by Community Bridges; however rides should be arranged through Elderday.

Page 21: Medi-Cal/Alliance Non-Emergency Transportation

- **Change in Eligibility** - Due to funding cuts, the Central Coast Alliance for Health transportation program is only available for those who have a medical or physical condition that makes it impossible to go by regular car or bus **and** they are not able to sit up and have to ride lying down **or** are in a wheelchair and are not able to transfer from the chair to a seat or to push the chair themselves.

Page 24: Santa Cruz Airporter

- **Change in Business** – This company is no longer in service. Other private, for-profit operators can be found in the yellow pages or on the internet.

Page 33: Stroke Center

- **Change in Phone Number** – Please call (831) 425-0622 to make arrangements with Stroke Center staff for transportation.

Page 41: Monterey-Salinas Transit RIDES

- **Change in Hours/Schedule** - Service operates 365 days/year including Thanksgiving, Christmas and New Year's Day
- **Change in Service Area** – Monterey County's RIDES and Santa Cruz County's ParaCruz services connect at the Watsonville Transit Center. Please check current schedules for details.
- **Change in Operations** –ADA compliant wheelchairs (not to exceed 30" x 48" and/or 600 pounds occupied weight) are accommodated; and drivers are not permitted to perform personal care attendant duties such as transfers to or from wheelchairs.

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Accessible Electric Bike Program

Routing or Scheduling Information:

Phone: EZPedal
831-423-9569 x 125
866-EZPEDAL (866-397-3325) toll free
Fax: 831-425-1404
Email: tcrain@cruzio.com

Mailing Address:

P.O. Box 1188
Santa Cruz, CA 95060

Web: www.ecoact.org

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Agency History: Since 2001 Ecology Action has provided free evaluation, safety training and advice towards customizing electric bikes for County residents with physical challenges.

Eligibility: Santa Cruz County residents

Hours/Schedule: By appointment

Service Charges: None

Service Area: Santa Cruz County

Securing Service: Call EZPedal to meet with an accessible transportation specialist

How Trips are Prioritized: First come, first served

Vehicles: Electric bikes

Wheelchairs Accommodated: Office where evaluation takes place is wheelchair accessible

American Cancer Society

Routing or Scheduling Information:

Phone: 1-800-ACS-2345

Fax: 408-871-9008

Mailing Address:

747 Camden Ave., Suite B

Campbell, CA 95008-4147

Web: www.cancer.org

Eligibility:	Cancer Patients. Services are arranged based on agency's assessment of need, mobility, location, etc.
Hours/Schedule:	Monday–Friday
Service Charges:	Transportation services are available at no charge to cancer patients for cancer treatment.
Service Area:	American Cancer Society transportation is available throughout the County of Santa Cruz and also to out-of-county treatment centers.
Securing Service:	Call the 24-hour number for information
How Trips are Prioritized:	According to availability
Vehicles:	Varies; volunteer drivers use their own cars
Wheelchairs Accommodated:	No

American Red Cross

Routing or Scheduling Information:

Phone: 831-462-2881 ext. 11
Fax: 831-462-5996
Email: sccarc@crossnet.org

Mailing Address:

2960 Soquel Ave.
Santa Cruz, CA 95060

Web: www.sccredcross.org

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- Agency History:** This service has been provided since 1980
- Eligibility:** Those with out-of-county medical appointments who typically cannot provide their own transportation
- Hours/Schedule:** Transportation provided for appointments scheduled Monday-Friday between 10:00 am-1:00 pm, no holidays
- Service Charges:** Service is free. Contributions (accepted and appreciated) are suggested at \$15 for services to Monterey or Palo Alto, and \$25 for service to San Francisco
- Service Area:** Transportation services are primarily from Santa Cruz County to Palo Alto (Stanford Medical Center, the Veterans Hospital and Lucille Packard Children’s Hospital), San Jose, Santa Clara, and Menlo Park. Occasional trips to Monterey, San Francisco, and Gilroy
- Securing Service:** Reservations must be made at least 7 days in advance, through In-House Coordinator
- How Trips are Prioritized:** Per medical needs
- Vehicles:** 3
- Wheelchairs Accommodated:** Yes

Cabrillo College Disabled Student Services

Routing or Scheduling Information:

Phone: 831-479-6379
831-479-6421
Fax: 831-479-6393

Mailing Address:

6500 Soquel Dr.
Aptos, CA 95003

Web: www.cabrillo.edu/services/dsps/

Agency History: Disabled Student Services has been providing this service since 1972. This service is mandated by the State of California.

Eligibility: Mobility-impaired Cabrillo students

Hours/Schedule: Monday–Friday; hours change each semester

Service Charges: There is no charge for this service. Costs are 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. To be eligible, students must present medical documentation from their physician indicating they should receive campus transportation.

How Trips are Prioritized: Priority given to students regularly scheduled to attend classes on the hour

Vehicles: 3 carts

Wheelchairs Accommodated: Yes



Care-A-Van services for children

Care-A-Van for Kids

Routing or Scheduling Information:

Phone: 650-498-2569
Fax: 650-498-8007
Email: bpastor@lpch.org

Mailing Address:

Lucile Packard Children’s Hospital
700 Welch Rd., Ste. 210
Palo Alto, CA 94304

Web: www.lpch.org/ForPatientsVisitors/CommunityResources/careavan.html

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- Eligibility:** Low-income families without reliable means of transportation are eligible to use Care-A-Van to the Lucile Packard Children’s Hospital in Palo Alto. Eligibility is determined by a hospital social worker.
- Hours/Schedule:** Ride scheduling is as needed/requested, Monday–Friday, 6:30 am departure to approximately 5:00 pm return. Rides are not guaranteed, and are provided when trained volunteer drivers can be found. Occasionally rides may be provided on the weekend.
- Service Charges:** No charge
- Service Area:** Round trip–Santa Cruz County to Lucile Packard Children’s Hospital in Palo Alto
- Securing Service:** Care-A-Van for Kids office hours are 9:00 am to 5:30 pm, Monday–Friday. Care-A-Van is unable to guarantee rides, although all efforts are made to accommodate families needing rides from Santa Cruz County.
- How Trips are Prioritized:** Hospital Social Workers determine the priority for qualifying families
- Vehicles:** Seven-passenger mini-van and an ADA-compliant van available to transport patients in wheelchairs
- Wheelchairs Accommodated:** Yes, see vehicle descriptions above

Central Coast Ambulance Service

Routing or Scheduling Information:

Phone: 831-899-3100

Fax: 831-394-8557

Mailing Address:

PO Box 1072

Seaside, CA 93955

Eligibility: General public, and to skilled nursing facilities and hospitals

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

Service Charges: Varies according to skill level required of staff for ride

Service Area: Local service area includes all of Santa Cruz and San Benito Counties, and part of Monterey County

Securing Service: On demand and by reservation

How Trips are Prioritized: No priorities

Vehicles: 6 ambulances

Wheelchairs Accommodated: No

City of Capitola—Seasonal Shuttle

Routing or Scheduling Information:

Phone: 831-475-7300
Fax: 831-479-8879

Mailing Address:

420 Capitola Ave.
Capitola, CA 95010

Web: www.ci.capitola.ca.us

Agency History:	For the past twelve years, the City of Capitola has provided contract services for the weekend shuttle bus to the village and beach.
Eligibility:	Everyone
Hours/Schedule:	Weekends and holidays from Memorial Day weekend through September, 10 am–8 pm
Service Charges:	No charge
Service Area:	Accessible transportation services are provided between the shuttle parking lot currently operating out of the Crossroads Office and shopping center located off Bay Avenue near Hill Street (by the Capitola Post Office), and the beach/Capitola Village.
Securing Service:	Shuttle service is provided on a first come, first served basis
How Trips are Prioritized:	No priorities
Vehicles:	Varies by demand
Wheelchairs Accommodated:	Yes

Courtesy Cab Company

(Watsonville Transportation)

Routing or Scheduling Information:

Phone: 831-761-3122

Fax: 831-763-2527

Email: office@courtesycab.com

Mailing Address:

149 Walker St.

Watsonville, CA 95076

Web: www.courtesycab.com

Eligibility:	Everyone
Hours/Schedule:	24 hours/day, 7 days/week
Service Charges:	\$3.00 to start; \$6.00 for the first mile; \$3.00 per mile thereafter, with seniors receiving a \$2.00 discount. Courtesy Cab accepts MSSP and Lift Line SCRIP.
Service Area:	Transportation services are for residents from the City of Watsonville and some Santa Cruz County areas. Cannot pick up in the City of Santa Cruz.
Securing Service:	On demand
How Trips are Prioritized:	No priorities
Vehicles:	6 autos, 6 vans
Wheelchairs Accommodated:	Yes, in all vans

Davenport Resource Service Center

Routing or Scheduling Information:

Phone: 831-425-8115
Fax: 831-425-8156
Email: drsc@cruzers.com

Mailing Address:

P.O. Box 97
Davenport, CA 95017

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 through Friday, 9:00 am-5:00 pm; service with available staff or volunteer time; ride may be available only one way.
Service Charges:	No charge
Service Area:	Services are for North County residents traveling between the town of Davenport and the City of Santa Cruz only
Securing Service:	Reservations must be made at least 24 hours in advance, and are available only in the absence of other transport options
How Trips are Prioritized:	1. Medical/Dental needs 2. Other needs
Vehicles:	Center's own and volunteer drivers' vehicles
Wheelchairs Accommodated:	No

Delux Cab, Inc.

Routing or Scheduling Information:

Phone: 831-462-6063
831-688-2468

Mailing Address:

P.O. Box 1256
Aptos, CA 95003

Eligibility: General public

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

Service Charges: \$3.00 to start; \$2.25 per mile; \$5.50 minimum; \$30.00/hour waiting time, and 10% discount for seniors. No checks or credit cards.

Service Area: Cannot pick up in City of Watsonville.

Securing Service: There are no client eligibility requirements, and advance reservations or on-demand requests are accommodated.

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

Vehicles: 5

Wheelchairs Accommodated: No



Elderday Center contracts with specialized transportation services providers

Elderday Adult Day Health Center Transportation

Routing or Scheduling Information:

Phone: 831-458-3481
Fax: 831-458-2945

Mailing Address:

100 Pioneer St., Suite C
Santa Cruz CA 95060

Agency History:	Elderday transportation is contracted through Tri-County Medical Transport Service, Inc. This non-emergency medical transportation provider serves Fresno, Kern, Kings, Santa Cruz, and Tulare counties.
Eligibility:	Must be an Elderday participant
Hours/Schedule:	Transportation arrangements are made through Elderday for program participants
Service Charges:	Inclusive in the daily fee for services
Service Area:	Santa Cruz County
Securing Service:	Work with Elderday staff to make arrangements
How Trips are Prioritized:	By need, as determined by Elderday staff
Vehicles:	Varies
Wheelchairs Accommodated:	Yes

Extended Care/Medical Transportation

Routing or Scheduling Information:

Phone: 831-425-1558
831-688-9663

Mailing Address:

236 Santa Cruz Ave.
Aptos, CA 95003

Web: www.communitybridges.org

Agency History:	Community Bridges operates transportation for this and other programs, using Lift Line and taxi vehicles, as the Consolidated Transportation Services Agency since 1982.
Eligibility:	Hospital patients discharged by wheelchair or gurney
Hours/Schedule:	As available
Service Charges:	\$65 - \$115; client pays full cost of service unless being returned to hospital. Holiday and weekend rates are higher.
Service Area:	Santa Cruz County
Securing Service:	Arranged by medical facility staff
How Trips are Prioritized:	By need
Vehicles:	1 gurney-transport vehicle
Wheelchairs Accommodated:	Yes

Greyhound Bus Lines

Routing or Scheduling Information:

Phone: 831-423-1800
800-231-2222
800-752-4841 (ADA Assistance)

Mailing Address:

425 Front St.
Santa Cruz, CA 95060

Web: www.greyhound.com

Eligibility:	General Public
Hours/Schedule:	Varies
Service Charges:	Varies; attendants of those needing special assistance pay 50% of regular fare. Seniors (62+) receive a 5% discount.
Service Area:	National
Securing Service:	Call the local office or the toll free number for route information or special assistance. No reserved seats; each bus filled on first come, first served basis. Greyhound recommends that patrons arrive one hour before the scheduled departure time and wait in line for a seat.
How Trips are Prioritized:	No priorities; first in line, first served, unless special assistance or priority boarding is requested 48 hours in advance
Vehicles:	3000+
Wheelchairs Accommodated:	Greyhound can accommodate passengers needing wheelchair accessible buses with 48 hours advance notice, through the ADA toll-free number. Any passenger with a special need will be given priority boarding and assistance with prior 48 hours notification.

Laidlaw Transit Services

Routing or Scheduling Information:

Phone: 831-460-9911

Fax: 831-460-1011

Email: camilla.shaffer@laidlawtransit.com

Mailing Address:

117 Fern St., Ste. 100

Santa Cruz, CA 95060

Web: www.laidlawtransit.com

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- Agency History:** This company has provided passenger transportation countrywide since 1959, and in the Santa Cruz area since 1993. It serves developmentally disabled adults, clients of the San Andreas Regional Center (SARC), providing transportation between residences and day programs.
- Eligibility:** Daily services available to authorized clients of SARC. Everyone is eligible for charter services.
- Hours/Schedule:** As authorized by SARC; charter services are flexible and arranged by reservation.
- Service Charges:** No charge to authorized clients of SARC. For the general public: \$45.00-\$54.00 hourly cost, with a 4-hour minimum.
- Service Area:** SARC service throughout Santa Cruz County; charter services throughout greater Bay Area.
- Securing Service:** Clients of SARC services should contact their SARC Service Coordinator. Individuals or groups may call directly to arrange charter trips.
- How Trips are prioritized:** SARC clients are given priority
- Vehicles:** 16 vans and buses
- Wheelchairs Accommodated:** Yes, in 7 vehicles



Lift Line/Taxi Scrip

Routing or Scheduling Information:

Phone: 831-425-1558
831-688-9663

Fax: 831-688-8302

Email: ctsa@cbridges.org

Mailing Address:

236 Santa Cruz Ave.
Aptos, CA 95003

Web: www.communitybridges.org

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- Agency History:** Community Bridges operates transportation for this and other programs, using Lift Line and taxi vehicles, as the Consolidated Transportation Services Agency since 1982.
- Eligibility:** Residents of Santa Cruz County aged 60 or older and/or are disabled
- Hours/Schedule:** 24 hours, 7 days/week
- Service Charges:** \$16 for \$30 worth of SCRIP. For people with low income (less than 200% of Federal Poverty Level) \$8 for \$30 worth of SCRIP. Call Lift Line for application (limited amounts of SCRIP available).
- Service Area:** Santa Cruz County
- Securing Service:** Same day service through contracted Yellow Cab in Santa Cruz 423-1234 and Courtesy Cab in Watsonville 761-3122
- How Trips are Prioritized:** No priorities
- Vehicles:** Taxis only (sedans and wheelchair vans available)
- Wheelchairs Accommodated:** Yes



Lift Line serves residents of Santa Cruz County

Mental Health Client Action Network

Routing or Scheduling Information:

Phone: 831-469-0462
Fax: 831-469-9160
Email: mail@mhcan.org

Mailing Address:

1051 Cayuga St.
Santa Cruz, CA 95062

Web: www.mhcan.org

Agency History:	Began as an informal community group in 1988; received County funding 1991 to present. Non-profit status was obtained in 1995.
Eligibility:	Must be County mental health patient or person with history of psychiatric disability, e.g. schizophrenia, major depression or bi-polar disorder.
Hours/Schedule:	Monday, Tuesday, Thursday, Friday: 9:00 am–2:00 pm; Saturday: 12:00 pm–3:00 pm
Service Charges:	No charge
Service Area:	Santa Cruz City area; excluding San Lorenzo Valley, Scotts Valley, Freedom and Watsonville
Securing Service:	Call the day before or early on the day of service request
How Trips are Prioritized:	Doctor appointments; trips to Emeline case managers; classes and support groups at MHCAN
Vehicles:	5-passenger van
Wheelchairs Accommodated:	No

Medi-Cal/Alliance Non-Emergency Transportation

Routing or Scheduling Information:

Alliance Member Service Department:

Phone: 831-430-5500

Phone: 800-700-3874

Mailing Address:

CCAH

1600 Green Hills Road, Suite 101

Scotts Valley, CA 95066-9998

Web: www.ccah-alliance.org

Agency History:	Central Coast Alliance for Health is a locally governed and publicly operated County Organized Health System serving over 85,000 members in Santa Cruz and Monterey Counties. Since 1996 the Alliance has worked to improve health care locally for people living in the Central Coast region.
Eligibility:	Residents of Santa Cruz County who have been approved by Central Coast Alliance for Health (CCAH) for Medi-Cal rides and who are unable to use the bus; rides provided through Lift Line and other operators.
Hours/Schedule:	Monday through Friday 9:00 am to 4:00 pm
Service Charges:	None
Service Area:	Santa Cruz and Monterey Counties
Securing Service:	4 day advance reservations requested by CCAH
How Trips are Prioritized:	Rides provided only to medical appointments and other medically necessary services
Vehicles:	Varies
Wheelchairs Accommodated:	Yes, and gurney

Precious Cargo

Routing or Scheduling Information:

Phone: 831-333-0287

Fax: 831-372-3032

Mailing Address:

#3 Antler Place

Monterey, CA 93940

Agency History:	Services have been provided for one year in Santa Cruz County
Eligibility:	The general public and clients of Medi-Cal program administered by the Central Coast Alliance for Health
Hours/Schedule:	Monday through Saturday: 7:00 am - 5:00 pm
Service Charges:	For general public: Wheelchair pickup is \$30.00 (includes first 5 miles), plus \$3.00 per additional mile; non-emergency gurney pickup is \$140.00 (includes first 5 miles), plus \$5.00 per additional mile. (For Medi-Cal rides see page 21)
Service Area:	Local pick-up area includes all of Santa Cruz and Monterey Counties, but transport distance is unlimited
Securing Service:	On demand (one passenger per vehicle)
How Trips are Prioritized:	No priorities
Vehicles:	7 full-sized vans
Wheelchairs Accommodated:	Yes

San Lorenzo Valley Unified School District

Routing or Scheduling Information:

Phone: 831-336-2223
Fax: 831-336-2525
Email: emandel@slv.k12.ca.us

Mailing Address:

325 Marion Ave.
Ben Lomond, CA 95005

Web: www.slv.k12.ca.us/transportation

Eligibility:	The school district provides home-to-school transportation for Special Education students, including non-ambulatory, deaf, and other students with special needs.
Hours/Schedule:	School Days: 7:45 am–3:00 pm
Service Charges:	Only temporarily disabled students are charged for this service
Service Area:	For those traveling to schools in the San Lorenzo Valley
Securing Service:	Individual Education Program (IEP) Team determines who may receive transportation services. Clients must be referred through the District’s Special Services Department.
How Trips are Prioritized:	Set by school
Vehicles:	15 small and large buses
Wheelchairs Accommodated:	Yes, on 2 buses

Santa Cruz Airporter

Routing or Scheduling Information:

Phone: 831-423-1214
800-497-4997

Mailing Address:

131 Front St.
Santa Cruz, CA 95060

Eligibility:	Everyone
Hours/Schedule:	Varies, depending on the airport served. Vans run approximately every two hours from Santa Cruz to San Jose or San Francisco airports 7:30 am - 5:00 pm; returning to Santa Cruz from San Jose Airport 11:00 am - 9:00 pm; from San Francisco Airport 10:00 am - 8:00 pm.
Service Charges:	San Jose Airport: \$40 (seniors \$35); San Francisco Airport: \$50 (seniors \$45). Senior discounts available with prepaid advance reservation
Service Area:	Serves arriving and departing flights from San Jose and San Francisco Airports
Securing Service:	Reservations are highly recommended
How Trips are Prioritized:	No limitations
Vehicles:	Numerous
Wheelchairs Accommodated:	Collapsible wheelchairs only

Santa Cruz Metropolitan Transit District

Routing or Scheduling Information:**Phone:** 831-425-8600

831-425-8993

Fax: 831-426-6117**Email:** info@scmtd.com**Mailing Address:**

370 Encinal St., Ste 100

Santa Cruz, CA 95060

Web Site: www.scmtd.com

Agency History: In existence since 1972, METRO provides fixed route bus service. All buses "kneel" and have either lifts or ramps to provide access to people with mobility limitations.

Eligibility: General public; for senior or disabled discounts a METRO Discount Fare Photo ID card is required *

Hours/Schedule: Varies by route

Service Charges: Regular fares: \$1.50 each way; \$4.50 day pass; \$50.00 monthly pass. Seniors (62+) and disabled: \$.75 each way; \$2.25 day pass; \$25.00 monthly pass

Service Area: METRO offers fixed route transit services within Santa Cruz County and on Highway 17 to San Jose

Securing Service: Use Headways for route and schedule information; available in the Headways publication by calling 425-8600, or check website at www.scmtd.com

How Trips are Prioritized: No limitations

Vehicles: All routes are served by lift or ramp equipped buses

Wheelchairs Accommodated: All ADA compliant mobility devices (not exceeding 30" x 48" and/or 600 pounds occupied weight) will be accommodated.

*Free personalized training to use the bus service, and mobility training is also available. 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.



All transit buses "kneel" for ease in entry, and many are equipped with lifts or ramps

Santa Cruz Metropolitan Transit District-ParaCruz

(Americans with Disabilities Act–Mandated Complementary Paratransit)

Routing or Scheduling Information:

Phone: 831-425-4664
CRS 800-735-2929

Fax: 831-464-5400

Email: paracruz@scmtd.com

Mailing Address:

2880 Research Park Dr., Ste. 160
Soquel, CA 95073

Web: www.paracruz.com

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- Agency History:** This program is funded and operated by METRO Transit
- Eligibility:** Persons certified as unable to functionally access the fixed route bus service due to a physical, cognitive, or psychiatric disability. Call METRO ParaCruz Eligibility Coordinator for more information. Drivers are not permitted to perform personal attendant duties, such as transfers to and from wheelchairs.
- Hours/Schedule:** Seven days a week, 6:00 am–10:30 pm, with extended service hours available in corridors where late night bus service operates.
- Service Charges:** \$3.00 fare per one way trip
- Service Area:** METRO ParaCruz provides service to any pickup and destination locations that are within 3/4 mile of a bus route in Santa Cruz County.
- Securing Service:** Certified persons may reserve service at least one day, and up to three days, in advance.
- How Trips are Prioritized:** No limitations. This is a shared ride, door-to-door service.
- Vehicles:** Service uses a fleet of accessible vans, minivans, and sedans
- Wheelchairs Accommodated:** All ADA compliant mobility devices (not to exceed 30" x 48" and/or 600 pounds occupied weight) will be accommodated.

Santa Cruz Veterans Service Office

Routing or Scheduling Information:

Phone: 831-458-7110
Fax: 831-458-7116
Email: vets@hra.co.santa-cruz.ca.us

Mailing Address:

842 Front St.
Santa Cruz, CA 95060

Web: www.santacruzvets.com

Eligibility:	For all veterans (traveling companions' transport accommodated if approved by a medical practitioner)
Hours/Schedule:	Monday–Friday except holidays; van to Palo Alto leaves at 8:30 am (ambulatory vets only); V.A. bus to San Jose and Palo Alto V. A. Hospital, leaves Santa Cruz at 9:00 am (wheelchair accessible)
Service Charges:	No charge
Service Area:	Palo Alto Veterans Hospital; San Jose Veterans Outpatient Clinic and Palo Alto VA Hospital
Securing Service:	Palo Alto van: reservations requested San Jose bus leaves 842 Front Street, Santa Cruz, at 9:10 am (will accept eligible riders if seats available)
How Trips are Prioritized:	Reservations (48 hours) requested for van use
Vehicles:	1 van and 1 bus
Wheelchairs Accommodated:	Yes, on 9:00 am San Jose/Palo Alto bus only



Veterans Services bus in Santa Cruz

Scotts Valley Senior Center

Routing or Scheduling Information:

Phone: 831-438-8666

Mailing Address:

370 Kings Village Rd.
Scotts Valley, CA 95066

Eligibility:	The Center owns a van that provides transportation to members and non-members using volunteer drivers.
Hours/Schedule:	Monday, Wednesday, Friday: shopping and banking; Tuesday and Thursday: medical appointments
Service Charges:	Members: Scotts Valley trips \$1.50 one way; Santa Cruz trips \$6.00 one way or round trip (same price) Non-members: Scotts Valley trips \$2.00 one way; Santa Cruz trips \$7.00 one way or round trip (same price)
Service Area:	Between Felton/Scotts Valley and Santa Cruz/Capitola for Scotts Valley Seniors who are 50 years and older, and for agency clients
Securing Service:	Reservations must be made at least 24 hours in advance
How Trips are Prioritized:	1. Medical 2. Shopping
Vehicles:	1 minivan
Wheelchairs Accommodated:	No, must be mobile. Drivers only operate the vehicle.

Senior Dining Center Transportation

Routing or Scheduling Information:

Phone: Ben Lomond: 336-5366
Capitola: 476-1884
Live Oak: 475-7177
Santa Cruz: 427-0901
Watsonville: 724-8084

Mailing Address:

Community Bridges
236 Santa Cruz Ave.
Aptos, CA 95003

Web: www.communitybridges.org

Agency History:	Community Bridges operates transportation for this and other programs, using Lift Line and taxi vehicles, as the Consolidated Transportation Services Agency since 1982.
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
Service Charges:	No charge; although donations are accepted
Service Area:	Senior meal sites in Watsonville, Live Oak, Capitola, Santa Cruz (Louden Nelson), and Ben Lomond
Securing Service:	Contact the meal site directly and request transportation, along with arranging for the meal. (see above)
How Trips are Prioritized:	No priorities
Vehicles:	Wheelchair vans
Wheelchairs Accommodated:	Yes



Community Bridges provides regular transport service to senior centers

Stroke Center Transportation

Routing or Scheduling Information:

Phone: Contact ParaCruz (p. 27) and Lift Line (p.18)

Mailing Address:

501 Upper Park Road
Santa Cruz, CA 95065

Eligibility:	Users of this facility can schedule rides through ParaCruz or Lift Line. (See descriptions of the various providers available.)
Hours/Schedule:	Call for schedule
Service Charges:	No charge
Service Area:	Santa Cruz County
Securing Service:	Work with Stroke Center staff to make arrangements (Stroke Center telephone: 425-0223)
How Trips are Prioritized:	By need, as determined by Stroke Center staff
Vehicles:	Vans
Wheelchairs Accommodated:	Yes



UCSC Transportation and Parking Services Disability Van Service

Routing or Scheduling Information:

Phone: 831-459-2829

Fax: 831-459-4234

Email: avonwill@ucsc.edu

Web: <http://www2.ucsc.edu/taps/>

Mailing Address:

c/o TAPS/Fleet Services

1156 High St.

Santa Cruz, CA 95064

Eligibility: UCSC affiliates (students, staff, faculty) and campus visitors with temporary or permanent mobility impairment who need access to campus locations not directly served by fixed route transit or the campus shuttle service are eligible. Current medical documentation and advance reservations required.

Hours/Schedule: During academic year (mid-September through mid-June):
Monday–Thursday: 7:30 am–12:00 am
Friday: 7:30 am–12:45 am
Saturday: 6:00 am–12:45 am
Sunday: 6:00 pm–12:00 am
(modified hours of service during summer and quarter breaks)

Service Charges: No charge

Service Area: UCSC campus

Securing Service: Contact TAPS office for available scheduling Monday–Friday between 7:30 am and 4:30 pm

How Trips are Prioritized: Permanent ride schedules receive priority

Vehicles: 4 vans

Wheelchairs Accommodated: Yes

Van Rentals (Accessible Vehicles)

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

Company: Wheelchair Getaways of California
Services: Accessible van rentals
Contact: **Phone:** 1-800-589-5554
Fax: 1-650-589-5556
Web: <http://www.wheelchairgetaways.com/home.htm>
Address: San Jose, San Francisco, San Mateo, other

Company: Wheelers
Services: Accessible van rentals
Contact: **Phone:** 1-800-456-1371
Fax: 1-623-412-9920
Web: <http://www.wheelersvanrentals.com/SanJose/>

Volunteer Center of Santa Cruz County

Routing or Scheduling Information:

Phone: Santa Cruz 831-427-3435
Watsonville 831-722-6708
San Lorenzo Valley 831-335-6844

Fax: 831-423-6267

Email: scruz@scvolunteercenter.org

Mailing Address:

1010 Emeline Ave.
Santa Cruz, CA 95060

Web: www.scvolunteercenter.org

Agency History:	These services have been provided for over 25 years by volunteer drivers
Eligibility:	Rides are provided to seniors (55+) and disabled persons (non-wheelchair) by volunteer drivers. Destinations are limited to medical appointments and essential shopping.
Hours/Schedule:	Monday–Friday, 9:00 am–5:00 pm
Service Charges:	There is no charge for this service, but there is a limit of one round-trip per week
Service Area:	Santa Cruz County
Securing Service:	Make reservations at least 3 business days in advance
How Trips are Prioritized:	1. Medical 2. Banking and Shopping
Vehicles:	Volunteer drivers use their own private vehicles
Wheelchairs Accommodated:	No

West Coast Limos and Sedans

Routing or Scheduling Information:

Phone: 831-546-6386

Fax: 831-464-3904

Mailing Address:

P.O. Box 220

Soquel, CA 95073

Web: <http://westcoastlimos.net/>

Agency History:	Services have been provided for 20 years
Eligibility:	General public
Hours/Schedule:	24 hours/day, 7 days/week
Service Charges:	\$45 per hour minimum
Service Area:	All of California
Securing Service:	Reservations and on-demand requests are accepted; best to call day before
How Trips are Prioritized:	No priorities
Vehicles:	18 sedans and limos
Wheelchairs Accommodated:	Only collapsible wheelchairs



Elderday participants arriving using specialized transportation

Yellow Cab Company

Routing or Scheduling Information:**Phone:** 831-423-1234**Fax:** 831-465-6519**Email:** rides@santacruzyellowcab.org**Mailing Address:**

P.O. Box 3328

Santa Cruz, CA 95063

Web: www.santacruzyellowcab.org

Agency History:	This taxi service has been in operation serving Santa Cruz County since 1948. Wheelchair services, also known as paratransit, began in 1988.
Eligibility:	Everyone
Hours/Schedule:	24 hours/day, 7 days/week
Service Charges:	Taxi and Wheelchair Vans: \$3.00 initial charge and \$2.25 per mile. Seniors and persons with disabilities receive a 10% discount with appropriate ID. Hourly rate is \$30.00, and taxi SCRIP is welcome.
Service Area:	The Cities of Santa Cruz, Scotts Valley, and Capitola, as well as in unincorporated areas
Securing Service:	Advance reservations and on-demand requests are accommodated
How Trips are Prioritized:	Return customers given priority
Vehicles:	19 sedans, 3 paratransit vehicles
Wheelchairs Accommodated:	Yes, upon request

Monterey County ADA Paratransit (MST RIDES)

Routing or Scheduling Information:

Phone: 831-899-2555

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, was formed in 1981 and serves the 110 square-mile area of Monterey County, south Santa Cruz and San Benito Counties.
Eligibility:	MST RIDES service is available to clients who have a disability that prevents them from independently using the fixed route bus service. There is an application process for certification that may take up to 21 days.
Hours/Schedule:	Same hours as bus service, approximately: Monday–Saturday 5:00 am–12:30 am; Sunday 6:30 am–7:00 pm. Service not available Thanksgiving, Christmas and New Years Day.
Service Charges:	\$2.50 per fare zone. There are four fare zones in Monterey County. Personal Care Assistants ride free.
Service Area:	Curbside-to-curbside service to places within 3/4 mile of regular bus routes. Both the origin and destination must be within the service area. Special transportation services are available in limited areas of north and south county to registered RIDES clients.
Securing Service:	Reservations may be made 1 - 14 days in advance
How Trips are Prioritized:	None
Vehicles:	23
Wheelchairs Accommodated:	Yes
Other:	-Registered MST RIDES clients may be reimbursed up to 50% of taxi rides, based on funding availability and not to exceed \$45 per person/month. -There is no direct connection between OUTREACH and Santa Cruz County's Metro ParaCruz, except via connections.

Santa Clara County Paratransit

Routing or Scheduling Information:

Phone: 408-436-2865
TDD: 408-436-0155
Fax: 408-382-0470
Email: transp@outreach1.org

Mailing Address:

926 Rock Ave., Suite 10
San Jose, CA 95131

Web: www.outreach1.org

Agency History:	Valley Transportation Authority (VTA) is responsible for providing accessible bus, light rail, and paratransit services, as required by the Americans with Disabilities Act (ADA). VTA provides ADA Paratransit service through a contract with Outreach and Escort, Inc.
Eligibility:	Paratransit services are provided to those individuals who are unable to use fixed route services due to their disability. Contact Outreach at 408-436-2865 for application for service.
Hours/Schedule:	Calls accepted 8:00 am to 5:00 pm; transportation services available from 5:00 am to 10:00 pm
Service Charges:	\$3.50 each way; Personal Care Assistants ride free. Premium services are available for additional fees.
Service Area:	3/4 mile corridor around VTA bus routes and light rail stations.
Securing Service:	Reservations accepted 1 to 14 days in advance
How Trips are Prioritized:	No priorities
Vehicles:	Sedans and wheelchair accessible vans
Wheelchairs Accommodated:	Yes
Other:	<p>A Service Area Surcharge of two times the One-Way Trip fare is added to the regular charge for each trip that originates and/or terminates within Santa Clara County, but outside the ADA Paratransit Service Area. Customers who live outside of the ADA Paratransit Service Area will be subject to the Service Area Surcharge for all trips to or from their residence.</p> <p>There is no direct connection between OUTREACH and Santa Cruz County's Metro ParaCruz, except via connections.</p>

San Benito County Paratransit (County Express)

Routing or Scheduling Information:
Phone: 831-636-4161

Mailing Address:
3216 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 7:00 pm; Saturday–Sunday 7:00 am to 5:00 pm; not available New Year’s Day
Service Charges:	Varies by zone; \$.75 - \$1.00 per zone, \$1.75 to Santa Clara County; Personal Care Assistants ride free
Service Area:	Within the fixed route service area; connecting service available to Gilroy for Santa Clara County services
Securing Service:	Reservations accepted up to 14 days in advance or may call same day when ready to make trip
How Trips are Prioritized:	No priorities
Vehicles:	5 vehicles in service daily
Wheelchairs Accommodated:	Yes
Other:	A general Dial-A-Ride service is available for anyone living outside 1/2 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.

TELEPHONE NUMBERS

· Accessible Electric Bike Program	866-397-3325
· Accessible Van Rentals	831-722-6804
· American Cancer Society	1-800-ACS-2345
· American Red Cross	831-462-2881 x11
· Cabrillo College Disabled Student Services	831-479-6379
· Care-A-Van for Kids	650-736-2108
· Central Coast Ambulance Service	831-899-3100
· City of Capitola–Seasonal Shuttle	831-475-7300
· Courtesy Cab Co. (Watsonville Transportation)	831-761-3122
· Davenport Resource Service Center	831-425-8115
· Delux Cab, Inc.	831-462-6063 or 831-688-2468
· Elderday Adult Day Care Center Transportation	831-458-3481
· Extended Care/Medical Transportation	831-425-1558 or 831-688-9663
· Greyhound Bus Lines	831-423-1800 or 1-800-231-2222
· Laidlaw Transit Services	831-460-9911
· Lift Line/Taxi Scrip	831-425-1558 or 831-688-9663
· Mental Health Client Action Network	831-469-0462
· Medi-Cal/Alliance Non-Emergency Transportation	831-430-5500
· Precioous Cargo	831-333-0287
· San Lorenzo Valley Unified School District	831-336-2223
· Santa Cruz Airporter	831-423-1214 or 1-800-497-4997
· Santa Cruz County Regional Transportation Commission	831-460-3200
· Santa Cruz Metropolitan Transit District	831-425-8600
· Santa Cruz Metropolitan Transit District ParaCruz	831-425-4664
· Santa Cruz Veterans Service Office	831-458-7110
· Scotts Valley Senior Center	831-438-8666
· Senior Dining Center Transportation	831-688-9663 or 831-425-1558
· Stroke Center Transportation	831-425-0622
· UCSC Disability Van Service	831-459-2829
· Volunteer Center of Santa Cruz County, Santa Cruz	831-427-3435
· Watsonville	831-722-6708
· San Lorenzo Valley	831-335-6844
· West Coast Limos and Sedans	831-464-2600
· Yellow Cab Company	831-423-1234
· Other Counties	
· Monterey County Paratransit	831-899-2555
· Santa Clara County Paratransit	408-436-2865
· Santa Benito County Paratransit	831-636-4161



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