



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 Services 831-462-1433

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Airport Shuttle-Early Bird Airport Shuttle

Phone:	831-462-3933
Fax:	831-462-6946
Email:	info@earlybirdshuttle.com
Web:	www.earlybirdairportshuttle.com
Eligibility:	Everyone
Hours/Schedule:	24 hours/day, 7 days/week
Service Charges:	San Jose Airport: \$75 (10% discount for seniors and students); San Francisco Airport: \$115 (10% discount for seniors and students)
Service Area:	Arriving and departing flights from San Jose and San Francisco Airports
Securing Service:	Reservations are required
How Trips are Prioritized:	By reservation
Vehicles:	8 shuttles and cars
Wheelchairs Accommodated:	No
Spanish Spoken:	No

American Cancer Society

Phone:	1-800-ACS-2345
Fax:	408-871-9008
Mailing Address:	747 Camden Ave., Suite B, Campbell, CA 95008
Web:	www.cancer.org
Eligibility:	Cancer Patients; Services are arranged based on agency's assessment of need, mobility, location, and volunteer driver availability
Hours/Schedule:	Monday–Friday
Service Charges:	Available at no charge to cancer patients for cancer treatment
Service Area:	Treatment centers in County of Santa Cruz and out-of-county
Securing Service:	Call the 24-hour number for information
How Trips are Prioritized:	According to availability
Vehicles:	Varies; volunteer drivers' vehicles
Wheelchairs Accommodated:	No
Spanish Spoken:	Yes

Cabrillo College Disabled Student Services

Phone:	831-479-6379
Fax:	831-479-6393 or 831-479-6421
Mailing Address:	6500 Soquel Dr., Aptos, CA 95003
Web:	www.cabrillo.edu/services/dsps/
Agency History:	Disabled Student Services has been providing this service, mandated by the State of California, since 1972
Eligibility:	Mobility-impaired Cabrillo students must present medical documentation from their physician indicating they should receive campus transportation
Hours/Schedule:	Monday–Friday; hours change each semester
Service Charges:	No charge for this service; costs included in tuition fees
Service Area:	On the Cabrillo campus only
Securing Service:	Must meet with a Disabled Student Services Counselor first to arrange transportation schedule and establish eligibility
How Trips are Prioritized:	Priority given to students regularly scheduled to attend classes on the hour
Vehicles:	3 carts
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

Central Coast Ambulance Service

Phone:	831- 685-3201
Fax:	831-633-5263
Mailing Address:	P.O. Box 1244, Aptos CA 95001
Eligibility:	Everyone
Hours/Schedule:	24 hours/day, 7 days/week
Service Charges:	Varies according to skill level required by staff to accommodate the rider's needs
Service Area:	Skilled nursing facilities and hospitals in Santa Cruz and San Benito Counties, and some in Monterey County
Securing Service:	On demand and by reservation
How Trips are Prioritized:	By reservation
Vehicles:	6 ambulances
Wheelchairs Accommodated:	Yes (private pay only)
Spanish Spoken:	Yes

City of Capitola–Seasonal Shuttle

Phone:	831-475-7300
Fax:	831-479-8879
Mailing Address:	420 Capitola Ave., Capitola CA 95010
Web:	www.ci.capitola.ca.us
Agency History:	Since 1995, the City of Capitola has provided contract services for an accessible weekend shuttle to the village and beach
Eligibility:	Everyone
Hours/Schedule:	Weekends and holidays from Memorial Day weekend through mid-September, 10 am – 8 pm
Service Charges:	No charge
Service Area:	Between the shuttle parking lot (currently operating out of the Crossroads lot off Bay Avenue near Hill Street by the Capitola Post Office), and the beach/Capitola Village
Securing Service:	Provided on a first come, first served basis
How Trips are Prioritized:	Not applicable
Vehicles:	Varies by demand
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

Davenport Resource Service Center

Phone:	831-425-8115
Fax:	831-425-8156
Mailing Address:	P.O. Box 97, Davenport, CA 95017
Email:	drsc@cruzers.com
Web:	www.cabinc.org
Agency History:	The Center has a long-standing tradition of providing transportation to North County residents
Eligibility:	North coast residents who are in need
Hours/Schedule:	Monday - Thursday, 9:00 am-5:00 pm; Friday 9:00 am – 3:00 pm; service by available staff or volunteer; ride may only be available one way
Service Charges:	No charge
Service Area:	Between the town of Davenport and the City of Santa Cruz
Securing Service:	Limited availability; reservations must be made 24 hours in advance, and are available only in the absence of other transport options
How Trips are Prioritized:	Priority given to trips for medical or dental needs
Vehicles:	Varies; Center's own and volunteer drivers' vehicles
Wheelchairs Accommodated:	No
Spanish Spoken:	Yes

First Transit

Phone:	831-460-9911
Fax:	831-460-1011
Mailing Address:	117 Fern St., Ste. 100, Santa Cruz, CA 95060
Email:	camilla.shaffer@firstgroup.com
Web:	www.firstgroup.com/north_america
Agency History:	First Transit has provided passenger transportation nationwide for over fifty years, and is a division of FirstGroup
Eligibility:	Daily services available to developmentally disabled adults that are authorized clients of the San Andreas Regional Center (SARC). The public may also book charter services
Hours/Schedule:	As determined by SARC. Charter services are flexible and arranged by reservation
Service Charges:	No charge to authorized clients of SARC. Contact company for charter service rates
Service Area:	SARC service covers Santa Cruz County; charter service throughout greater Bay Area
Securing Service:	Clients of SARC should contact their SARC Service Coordinator. Individuals or groups may call First Transit directly to arrange charter trips
How Trips are Prioritized:	SARC daily scheduled service is given priority
Vehicles:	20 vans and buses
Wheelchairs Accommodated:	Yes, in 7 vehicles
Spanish Spoken:	Yes

Greyhound Bus Lines

Phone:	831-212-3715 or 800-231-2222 800-752-4841 (ADA Assistance)
Mailing Address:	920 Pacific Ave., Santa Cruz, CA 95060 (Metro Center)
Web:	www.greyhound.com
Eligibility:	Everyone
Hours/Schedule:	Varies
Service Charges:	Varies; Seniors (62+) receive a 5% discount, attendants of those needing special assistance pay 50% of regular fare
Service Area:	National
Securing Service:	Call local or toll free number for route information or special assistance, or log on web. No reserved seats. Greyhound recommends arrival one hour before the scheduled departure time to wait in line for a seat
How Trips are Prioritized:	Request for special assistance or priority boarding must be made 48 hours in advance
Vehicles:	1775+
Wheelchairs Accommodated:	Wheelchair accessible buses are available if passengers provide 48 hours advance notice through the ADA toll-free number. Passengers with special needs will be given priority boarding and assistance, with prior 48 hours notification
Spanish Spoken:	Yes, at (800) 231-2222



Community Bridges provides rides with their
Lift Line and contracted vehicles
(pages 10-14)

Lift Line – Local Medical Transportation

Phone:	831-425-1558 or 831-688-9663
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave., Aptos, CA 95003
Web:	www.communitybridges.org
Agency History:	Since 1982 Community Bridges has operated transportation for this and other programs using Lift Line and taxi vehicles
Eligibility:	Must fill out an application, be a Santa Cruz County resident, meet the income, age, and/or disability criteria
Hours/Schedule:	Monday-Friday except holidays, first pick up at 8:30 am and last pick up at 3:30 pm
Service Charges:	No charge for this service
Service Area:	Santa Cruz County medical facilities
Securing Service:	Reservation required. Make a reservation up to two weeks in advance to schedule transportation
How Trips are Prioritized:	By reservation
Vehicles:	9
Wheelchairs Accommodated:	Yes
Spanish Spoken	Yes

Lift Line – Out-of-County & Veterans Medical Transportation

Phone:	831-425-1558 or 831-688-9663
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave. Aptos, CA 95003
Web:	www.communitybridges.org
History:	Lift Line has been providing this service since November 2010. Funding received in 2013 allowed expansion to five day per week. New funding will need to be secured to continue the program past 2014
Eligibility:	Must fill out an application, be a Santa Cruz County resident, meet the income, age, and/or disability criteria
Hours/Schedule:	Transportation provided for appointments scheduled Monday-Friday (excluding holidays) between 10:00 am-1:00 pm. Please contact Lift Line for transportation information for the Monterey Veterans Clinic(s) in Monterey
Service Charges:	No charge for this service
Service Area*:	Santa Cruz County to Palo Alto (Stanford Medical Center, the Veterans Hospital, and Lucille Packard Children's Hospital), San Jose, Santa Clara, and Menlo Park. Occasional trips to San Francisco, Monterey (Monterey VA) and Gilroy
Securing Service:	Reservation required. There is a limited amount of space in the Out-of-County van. Make a reservation up to two weeks in advance.
How Trips are Prioritized:	By reservation
Vehicles:	2
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

** Also see Santa Cruz County Veterans Service Office – page 21*

Lift Line – Same Day Rides Transportation

Phone:	831-425-1558 or 831-688-9663
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave., Aptos, CA 95003
Web:	www.communitybridges.org
Agency History:	Since 1982 Community Bridges has operated transportation, using Lift Line. However, this newly funded grant program has operated since January 1, 2013 and is secured until December 31, 2014. New funding will need to be secured to continue the program past 2014
Eligibility:	Must fill out an application, be a Santa Cruz County Resident, meet the income, age, and/or disability criteria
Hours/Schedule:	Monday-Friday except holidays, first pick up at 8:30 am and last pick up at 3:30 pm
Service Charges:	No charge for this service
Service Area:	Santa Cruz County
Securing Service:	No advance reservation required. Call the same day for rides between the hours of 8:30 am and 3:30 pm. To arrange for the first pick up at 8:30 am, please call the night before; only two 8:30 am pickup available
How Trips are Prioritized:	First come, first serve for eligible riders to medical appointments including dentist, prescription drugs, and other medical related needs. (Some verification of scheduled appointments may be required)
Vehicles:	2
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

Lift Line - Senior Dining Center Transportation

Phone:	831-425-1558 or 831-688-9663
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave. Aptos, CA 95003
Web:	www.communitybridges.org
Meal Site Requests:	Ben Lomond: 336-5366 Live Oak: 475-7177 Santa Cruz: 427-0901 Watsonville: 724-8084
Agency History:	Since 1982 Community Bridges has operated transportation for this and other programs, using Lift Line
Eligibility:	Senior residents of Santa Cruz County age 60 or older can apply at their local meal site to become participants and use this transportation service
Hours/Schedule:	Varies with meal site schedules
Service Charges:	No charge; although donations are accepted
Service Area:	Senior meal sites in Watsonville, Live Oak, Santa Cruz (Louden Nelson Center), and Ben Lomond
Securing Service:	Contact the meal site directly for meals transportation
How Trips are Prioritized:	No priorities
Vehicles:	Lift-equipped vans
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

Lift Line - Taxi Scrip

Phone:	831-425-1558 or 831-688-9663
Fax:	831-685-8034
Mailing Address:	236 Santa Cruz Ave. Aptos, CA 95003
Web:	www.communitybridges.org
Agency History:	Since 1982 Community Bridges has operated taxi scrip and other programs, using Lift Line
Eligibility:	Must fill out an application, be a Santa Cruz County resident, meet the income, age, and/or disability criteria
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 cab companies: Yellow Cab in Santa Cruz – 423-1234 Courtesy Cab – 761-3122 Deluxe Taxi in Aptos – 688-2468 Deluxe Taxi in Santa Cruz – 475-3232 San Lorenzo Valley Taxi – 335-1700
How Trips are Prioritized:	By reservation
Vehicles:	Taxis only (sedans and wheelchair vans available)
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes by Courtesy Cab drivers

Medi-Cal/Alliance

Non-Emergency Transportation

Phone:	831-430-5500
Fax:	831-700-3874
Mailing Address:	Alliance Member Service Department: CCAH 1600 Green Hills Road, Suite 101 Scotts Valley, CA 95066
Web:	www.ccah-alliance.org
Agency History:	Central Coast Alliance for Health (Alliance) is a locally governed and publicly operated County Organized Health System service over 85,000 low income members in Santa Cruz and Monterey Counties since 1996
Eligibility:	Residents of Santa Cruz County who have been approved by the Alliance for Medi-Cal rides and who are unable to use forms of public or private transportation; rides provided thorough Lift Line and other operators
Hours/Schedule:	Monday-Friday, 9:00 am to 4:00 pm
Service Charges:	None
Service Area:	Santa Cruz and Monterey Counties
Securing Service:	4-day advance reservation requested
How Trips are Prioritized:	Rides provided only to medical appointments and other medically necessary services
Vehicles:	varies
Wheelchairs Accommodated:	Yes, and gurney
Spanish Spoken:	Yes



Specialized transportation provides mobility and independence for seniors and people living with disabilities

Mental Health Client Action Network

Phone:	831-469-0462
Fax:	831-469-9160
Mailing Address:	1051 Cayuga St., Santa Cruz, CA 95062
Email:	mail@mhcan.org
Web:	www.mhcan.org
Agency History:	Began as an informal community group in 1988; received County funding 1991 to present; non-profit status obtained in 1995
Eligibility:	Residents of Santa Cruz County with a major emotional or psychiatric disorder
Hours/Schedule:	Monday, Tuesday, Thursday, Friday: 10:00 am–1:00 pm
Service Charges:	No charge
Service Area:	Santa Cruz City area; excluding San Lorenzo Valley, Scotts Valley, Freedom and Watsonville
Securing Service:	Advance reservation and same day service provided
How Trips are Prioritized:	Priority given to medical appointments, trips to Emeline case managers, classes and support groups at MHCAN
Vehicles:	7-passenger van
Wheelchairs Accommodated:	No
Spanish Spoken:	Yes

Pajaro Valley Unified School District

Phone:	831-728-6324
Fax:	831-728-6307
Mailing Address:	294 Green Valley Rd. Watsonville, CA 95076
Email:	Christopher.Bates@pvusd.net
Web:	www.pvusd.net
Eligibility:	The school district provides home-to-school transportation for Special Education students, including non-ambulatory, deaf, and students with special needs
Hours/Schedule:	School Days: 5:00 am–7:30 pm
Service Charges:	No charge
Service Area:	For those traveling to schools in the Pajaro Valley District
Securing Service:	Individual Education Program (IEP) Team determines who may receive transportation services. Clients must be referred through the District’s Special Services Department
How Trips are Prioritized:	Priority based on need as determined by school
Vehicles:	45 small buses, 100 large buses
Wheelchairs Accommodated:	Yes, on 15 of the small buses
Spanish Spoken:	Yes

San Lorenzo Valley Unified School District

Phone:	831-336-2223
Fax:	831-336-2525
Mailing Address:	325 Marion Ave., Ben Lomond, CA 95005
Email:	sburley@slvusd.org
Web:	www.slv.k12.ca.us/transportation
Eligibility:	The school district provides home-to-school transportation for Special Education students, including non-ambulatory, deaf, and students with special needs
Hours/Schedule:	School Days: 6:30 am–4:00 pm
Service Charges:	Only temporarily disabled students are charged for this service
Service Area:	For those traveling to schools in the San Lorenzo Valley
Securing Service:	Individual Education Program (IEP) Team determines who may receive transportation services. Clients must be referred through the District's Special Services Department
How Trips are Prioritized:	Priority based on need as determined by school
Vehicles:	15 small and large buses
Wheelchairs Accommodated:	Yes, on 2 buses
Spanish Spoken:	No

Santa Cruz City Schools

Phone:	831-429-3410
Mailing Address:	405 Old San Jose Road Soquel, CA 95073
Web:	www.slv.k12.ca.us/transportation
Eligibility:	The school district provides transportation to and from school for students whose disabilities prevent them from getting to or from school in a manner similar to their non-disabled, same age peers, or requires that they attend a school other than their neighborhood school
Hours/Schedule:	Monday – Friday (as per the school’s bell schedule)
Service Charges:	No charge
Service Area:	For those residing in the Santa Cruz City Schools attendance area
Securing Service:	Individual Education Program (IEP) Team determines who may receive transportation services. Clients must be referred through the District’s Special Services Department
How Trips are Prioritized:	By bell schedule and student need
Vehicles:	12 Special Education buses
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

Santa Cruz County Veterans Service Office

Phone: 831-458-7110
Watsonville Office: 831-458-7116
Fax: 831-454-4029
Mailing Address: 842 Front Street, Santa Cruz CA 95060

Email: Christopher.lopez@santacruzcounty.us
Web: www.santacruzvets.com

Eligibility: All veterans

Hours/Schedule: **Big White Bus:**
Departs: 842 Front St., Mon-Fri, 9:20 am
Returns: 842 Front St., Mon-Fri, 3:40 pm
DAV Van:
Departs: as arranged by reservation
Return: varies depending on reservation

Service Charges: No charge

Service Area*: **Big White Bus:**
Palo Alto and San Jose Medical Facilities
DAV Van:
Palo Alto, San Jose and Menlo Park Medical
Facilities
No transportation services on holidays

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

**How Trips are
Prioritized:** By reservation

Vehicles: 1 bus and 1 van

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

Spanish Spoken: No

** Also see Lift Line-Out-of-County & Veterans Clinics Medical Transportation
– page 11*



Rides for veterans are available to health care facilities primarily in Palo Alto, San Jose and Monterey (page 21)



All of METRO's buses "kneel" and have lifts or ramps to ease boarding (page 24)

Santa Cruz Metropolitan Transit District

Phone:	831-425-8600 Speech/Hearing Impaired CRS 711 Accessible Service Coordinator 831-423-3868
Fax:	831-426-6117
Mailing Address:	110 Vernon Street, Santa Cruz, CA 95060
Email:	info@scmttd.com
Web Site:	www.scmttd.com
Agency History:	The Santa Cruz Metropolitan Transit District (METRO), formed in 1968, provides local fixed route and Highway 17 commuter bus, and paratransit services
Eligibility:	Everyone
Hours/Schedule:	Varies by route
Service Charges:	Regular fares local service: \$2.00 each way; \$6.00 day pass; \$65.00 monthly pass. Seniors (62+) and disabled: \$1.00 each way; \$3.00 day pass; \$32.00 monthly pass. Hwy 17 Service: \$5.00 each way; Seniors (62+) and disabled: \$2.50 each way; \$10.00 day pass; \$113.00 monthly pass. For senior or disabled discounts a METRO Discount Fare Photo ID card is required *
Accessibility Coordinator:	METRO provides free personalized instruction to older adults and people with disabilities of all ages who want to learn how to ride the bus safely, obtain a Metro Discount Photo ID Card, or purchase discount tickets. Complimentary "Stoke Straps" to assist in mobility device tie-down also available
Service Area:	METRO offers fixed route transit services within Santa Cruz County and on Highway 17 to San Jose; details in Headways publication or online
Securing Service:	First come, first served; see Headways or web for routes and schedules
How Trips are Prioritized:	Not applicable
Vehicles:	All routes have lift or ramp equipped buses, and "kneel" or have a Low floor configuration
Wheelchairs Accommodated:	Metro buses are designed to accommodate most mobility devices. Consult with the Santa Cruz Metropolitan Transit District for specifics
Spanish Spoken:	Yes

** Persons unable to access the fixed route bus service due to a physical, cognitive, or psychiatric disability can contact METRO ParaCruz for an eligibility determination. See page 27 for more detailed information.*

Santa Cruz Metropolitan Transit District- METRO (ParaCruz)

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

Phone:	831-425-4664
CA Relay Service:	711 or 800-735-2929
Fax:	831-464-5400
Mailing Address:	2880 Research Park Dr, # 160 Soquel, CA 95073
Email:	paracruz@scmtd.com
Web:	www.paracruz.com
Agency History:	Named in 2004, ParaCruz is a shared ride paratransit service that compliments the Santa Cruz Metropolitan Transit District's (METRO) fixed route bus system
Eligibility:	Persons certified as unable to functionally access the fixed route bus service due to a physical, cognitive, or psychiatric disability are eligible to ride ParaCruz. Drivers are not permitted to perform personal attendant duties, such as transfers to and from wheelchairs. Eligibility for this service is determined through an in-person interview
Hours/Schedule:	Seven days a week, 6:00 am–10:30 pm, with extended service hours available in corridors where late night bus service operates
Service Charges:	\$4.00 fare per one-way trip
Service Area:	METRO ParaCruz provides door-to-door service to pickup and destination locations that are within 3/4 mile of a bus route in Santa Cruz County
Securing Service:	Eligible persons may reserve service 1-3 days in advance. Same-day service is not available. There are no limitations on the number of ParaCruz trips
How Trips are Prioritized:	By reservation. METRO ParaCruz does not prioritize trips based on purpose
Vehicles:	Service uses a fleet of mid-sized buses, accessible vans, and minivans, in addition to contracting with private operators
Wheelchairs Accommodated:	ParaCruz vehicles are designed to accommodate most mobility devices. Consult with ParaCruz for specific parameters
Spanish Spoken:	Yes



METRO's ParaCruz provides lift-equipped vehicles for eligible individuals unable to use the fixed route bus system (page 25)

Scotts Valley Senior Center

Phone:	831-438-8666
Mailing Address:	370 Kings Village Road, Scotts Valley, CA 95066
Eligibility:	The Center provides transportation to agency clients and seniors 55+ years old
Hours/Schedule:	Monday, Tuesday and Thursday: shopping, banking, and medical appointments; Wednesday to Bingo only; Friday to Scotts Valley Area only (to noon)
Service Charges:	Members: Scotts Valley trips \$1.50 each way (for up to 2 stops, additional stops \$.50 each); Santa Cruz trips \$6.00 one way or round trip. Non-members: Scotts Valley trips \$2.00 each way; Santa Cruz trips \$7.00 one way or round trip
Service Area:	Between Felton/Scotts Valley and Santa Cruz/Capitola for Scotts Valley
Securing Service:	Reservations must be made at least 24 hours in advance
How Trips are Prioritized:	Priority is given first to medical rides and second to shopping trips
Vehicles:	1 minivan driven by a volunteer drivers
Wheelchairs Accommodated:	No, must be mobile
Spanish Spoken:	No

Taxi - Courtesy Cab Company

(Watsonville Transportation)

Phone:	831-761-3122
Fax:	831-763-2527
Mailing Address:	149 Walker St, Watsonville, CA 95076
Email:	maria@courtesycab.com
Web:	www.courtesycab.com
Eligibility:	Everyone
Hours/Schedule:	24 hours/day, 7 days/week
Service Charges:	\$4.00 to start; \$7.00 for the first mile; \$3.00 per mile thereafter, 10% discount for seniors. MSSP and Lift Line SCRIP (see page 15) accepted
Service Area:	Transportation services available for rides originating in the City of Watsonville and parts of Santa Cruz County, but cannot pick up in the City of Santa Cruz
Securing Service:	On demand
How Trips are Prioritized:	No applicable
Vehicles:	6 autos, 6 lift-equipped vans
Wheelchairs Accommodated:	Yes, in all vans
Spanish Spoken:	Yes

Taxi - Deluxe Cab Company

Phone:	831-475-3232
Mailing Address:	P.O. Box 1256, Aptos, CA 95003
Eligibility:	Everyone
Hours/Schedule:	24 hours/day, 7 days/week
Service Charges:	\$4.00 to start; \$3.00 per mile; \$7.00 minimum; \$36.00/hour waiting time and 10% discount for seniors. Lift Line taxi scrip and MSSP ride vouchers accepted (see page 15). No checks or credit cards
Service Area:	Cities of Santa Cruz, Capitola and the unincorporated county areas
Securing Service:	Advance reservations and/or on-demand requests are accommodated
How Trips are Prioritized:	Not applicable
Vehicles:	9
Wheelchairs Accommodated:	No
Spanish Spoken:	No

Taxi - Yellow Cab Company

Phone:	831-423-1234
Fax:	831-465-6519
Mailing Address:	P.O. Box 3328, Santa Cruz, CA 95063
Email:	scyellowcab@yahoo.com
Web:	www.santacruzyellowcab.com
Agency History:	Yellow Cab Taxi has served Santa Cruz County since 1948, with wheelchair accessible taxis since 1988
Eligibility:	Everyone
Hours/Schedule:	Call anytime – taxi service available 24/7
Service Charges:	Taxi and Wheelchair Vans: \$4.00 initial drop fee and \$3.00 per mile. 10% discount for seniors and disabled. Hourly rate at \$36.00/hour. Lift Line taxi SCRIP (see page 15) accepted
Service Area:	Cities of Santa Cruz, Scotts Valley, Capitola, and unincorporated county areas
Securing Service:	Advance reservations and on-demand requests welcome
How Trips are Prioritized:	Accounts calls and private pay clients
Vehicles:	20 sedans, 7 mini-vans, 6 wheelchair ramps; 1 lift
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes



Students, staff, faculty and visitors are eligible to use UCSC's Disability Van Service for on-campus rides
(page 32)

UCSC - Disability Van Service Transportation and Parking Services (TAPS)

Phone:	831-459-2829 c/o TAPS/Fleet Services
Fax:	831-459-4234
Mailing Address:	1156 High St. Santa Cruz, CA 95064
Email:	dvs@ucsc.edu
Web:	http://www2.ucsc.edu/taps//dvs.html
Eligibility:	UCSC students/staff/faculty and campus visitors with temporary, stamina, or permanent mobility impairments who need access to campus locations not directly served by the regular Campus Transit System. Current medical documentation is required and advance reservations are advised
Hours/Schedule:	School term: M-F, 7:30 am-11:15 pm; Weekends: 6:00 pm-11:15 pm; Summer session: M-F, 7:30 am-9:45 pm; Intersession (quarter breaks): M- F, 7:30 am-5:45 pm; Late night: (M-Th after 9:00 pm, Fridays after 6:00 pm): must be reserved 24 hrs in advance. Weekend rides must be reserved by 3:00 pm Friday
Service Charges:	No charge
Service Area:	TAPS DVS provides a shared-ride, curb-to-curb service to regular DVS stops on campus within $\frac{3}{4}$ mile of a regular UCSC Campus Transit Route
Securing Service:	Contact TAPS DVS office during the above noted hours/schedules to request same-day or advance booking OR use the online reservation form located at: http://www2.ucsc.edu/taps/dvsresform.html
How Trips are Prioritized:	Priority is given first to advance bookings traveling to class; and second to immediate requests traveling to class
Vehicles:	6 accessible minivans
Wheelchairs Accommodated:	Yes
Spanish Spoken:	No

Van Rentals (Accessible Vehicles)

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



Companies provide accessible van rentals and/or can modify vehicles to make them functional for use by people with special needs (page 33)



Rides for medical or essential shopping purposes are provided by community volunteers through the Volunteer Center's Transportation Program (page 36)

Volunteer Centers of Santa Cruz County

Phone:	San Lorenzo Valley: 831-336-9387 Santa Cruz: 831-427-5070 Watsonville: 831-722-6708
Fax:	831-423-6267
Mailing Address:	1740 17 th Ave, Suite 2, Santa Cruz, CA 95062
Email:	scruz@scvolunteercenter.org
Web:	www.scvolunteercenter.org
Agency History:	These services have been provided since 1966 by volunteer drivers
Eligibility:	Rides are provided to seniors (55+) and disabled persons (non-wheelchair)
Hours/Schedule:	Monday–Friday, 9:00 am–4:00 pm, front desk service 10:00 am-1:00 pm
Service Charges:	There is no charge for this service, limit of two round-trips per week
Service Area:	Santa Cruz County
Securing Service:	Make reservations at least 5-7 business days in advance
How Trips are Prioritized:	Priority is given first to rides for medical purposes and second to riders for banking and grocery shopping
Vehicles:	Volunteer drivers use their own vehicles
Wheelchairs Accommodated:	No
Spanish Spoken:	Yes

Monterey County ADA Paratransit (MST RIDES)

Phone:	888-678-2871
TDD:	831-393-8111
Mailing Address:	One Ryan Ranch Rd. Monterey, CA 93940
Web:	www.mst.org
Agency History:	Monterey-Salinas Transit, operator of MST RIDES, was formed in 1981 and serves a 280 square-mile area of Monterey County
Eligibility:	MST RIDES service available to clients who have a disability that prevents them from independently using fixed route bus service. The application process for certification may take up to 21 days
Hours/Schedule:	Service is provided during the hours and days when Monterey-Salinas Transit fixed route bus service operates
Service Charges*:	\$3.00 one-way 2.7 miles or less, \$5.00 one-way 2.7 to 19.7 miles, \$7.00 one-way 19.7+ miles. Personal Care Assistants ride free when boarding with a Personal Care Attendant identification card
Service Area:	Curb-to-curb service to origins and destinations within 3/4 mile service area of regular bus routes. For additional fares, special transportation services are available in limited areas outside the service area to registered RIDES clients*
Securing Service:	Reservations may be made 1 - 14 days in advance
How Trips are Prioritized:	Not applicable
Vehicles:	23
Wheelchairs Accommodated:	Yes

****Other: Registered MST RIDES clients may be reimbursed up to 50% of taxi rides, based on funding availability and not to exceed \$45 per person/month.***

San Benito County Paratransit (County Express)

Phone:	831-636-4161
Mailing Address:	3240 Southside Rd, Hollister, CA 95023
Web:	www.sanbenitocog.org
Agency History:	Operated in conjunction with San Benito County Transit
Eligibility:	Paratransit riders must be unable to use fixed route bus transit
Hours/Schedule:	Monday–Friday 6:00 am to 6:00 pm; Saturday–Sunday 9:00 am to 3:00 pm; not available New Year’s Day
Service Charges*:	\$2.00; Personal Care Assistants ride free
Service Area*:	Within the ¾ mile fixed route service area; connecting service available to Gilroy for Santa Clara County services
Securing Service*:	Reservations accepted up to 14 days in advance or may call same day when ready to make trip
How Trips are Prioritized:	Not applicable
Vehicles:	5 vehicles in service daily
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

****Other: A general Dial-A-Ride service is available for anyone living outside 3/4 mile of the fixed route service area. Dial-A-Ride service fares are \$1.00 for seniors and disabled individuals and \$2.00 for others. Rides scheduled the day of service will be subject to a \$1.00 convenience fee.***

Santa Clara County Paratransit

Phone:	408-436-2865
TDD:	408-436-0155
Fax:	408-382-0470
Mailing Address:	926 Rock Ave., Suite 10, San Jose, CA 95131
Email:	admin@outreach2.org
Web:	www.outreach1.org
Agency History:	Valley Transportation Authority (VTA) provides accessible bus and light rail, in addition to paratransit service through a contract with Outreach and Escort, Inc, as required by the Americans with Disabilities Act (ADA)
Eligibility:	Paratransit services are provided to individuals who are unable to use fixed route services due to their disability. Application required
Hours/Schedule:	Administration is open from 8:00 am to 5:00 pm; service hours are comparable to VTA bus route schedules
Service Charges*:	\$4.00 each way; Personal Care Assistants ride free
Service Area:	3/4 mile corridor around VTA bus and light rail routes/stations
Securing Service:	Reservations accepted 1- 3 days in advance
How Trips are Prioritized:	Not applicable
Vehicles:	Sedans and wheelchair accessible vans
Wheelchairs Accommodated:	Yes
Spanish Spoken:	Yes

****Other: Surcharge of two times the One-Way Trip fare is added to the regular charge for each trip that originates and/or terminates within Santa Clara County, but outside the ADA Paratransit Service Area. Customers living outside of the ADA Paratransit Service Area will be subject to the Service Area Surcharge for trips to or from their home.***

TELEPHONE NUMBERS *

American Cancer Society -----	1-800-ACS-2345
Cabrillo College Disabled Student Services -----	479-6379
Central Coast Ambulance Service -----	685-3201
City of Capitola-Seasonal Shuttle -----	475-7300
Courtesy Cab Co. (Watsonville Transportation) -----	761-3122
Davenport Resource Service Center -----	425-8115
Deluxe Cab Co. -----	475-3232
Early Bird Airport Shuttle -----	462-3933
First Transit -----	460-9911
Greyhound Bus Lines -----	212-3715 or 800-231-2222
Lift Line-Local Medical Transportation -----	425-1558 or 688-9663
Lift Line-Out-of-County & Veteran's Clinics Medical Transportation -----	425-1558 or 688-9663
Lift Line-Same Day Rides Transportation -----	425-1558 or 688-9663
Lift Line-Senior Dining Center -----	425-1558 or 622-9663
Lift Line-Taxi Scrip -----	425-1558 or 688-9663
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
Yellow Cab Company -----	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**

1523 Pacific Avenue
Santa Cruz, CA 95060

www.sccrtc.org

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

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