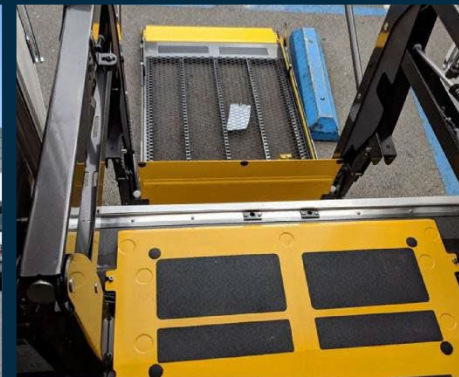
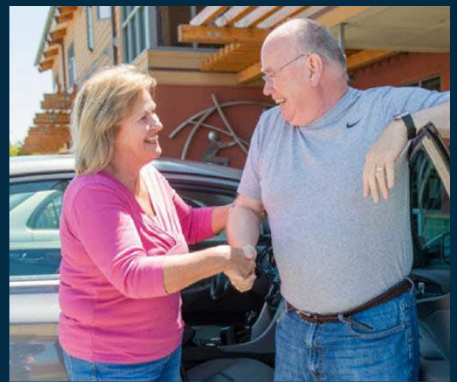




Guide to Specialized Transportation Services

for Seniors and People with Disabilities
in Santa Cruz County





Prepared by

The Santa Cruz County Regional Transportation Commission

1101 Pacific Avenue, Suite 250, Santa Cruz, CA 95060, www.sccrtc.org

For more information or additional copies, please call 831-460-3200 or email info@sccrtc.org.

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) 831-757-2968
Senior Network 831-462-1433

Revised May 2026



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Cabrillo College Accessibility Support Center

Phone: 831-479-6370

Fax: 831-477-3738

Address: 6500 Soquel Dr., Aptos, CA 95003

TTY 831-479-6421

Web: <https://www.cabrillo.edu/accessibility-support-center/>

Service Area: Cabrillo campus

Eligibility: Mobility-impaired Cabrillo students must present medical documentation from their physician requesting campus transportation.

Schedule: Monday - Friday, hours change each semester

Service Fees: No charge for this service; cost included in tuition fees

Qualification: Must meet with an Accessibility Support Center. Counselor first to arrange transportation schedule and establish eligibility.

See more information on the next page.



Trip Priority: Priority given to students regularly scheduled to attend classes on the hour.

Vehicles: 2 carts

Wheelchairs: Yes

Spanish: Yes



Central Coast Ambulance Service

- Phone:** 831-685-3200
- 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
- Schedule:** 24 hours/day, 7 days/week
- Service Fees:** Varies according to skill level required by staff to accommodate the rider's needs Private insurance accepted
- Service:** On demand and by reservation
- Trip Priority:** By reservation
- Vehicles:** 6 ambulances
- Wheelchairs:** Only folding wheelchairs are allowable.
Passenger must lay on gurney.
- Gurneys:** Yes, maximum weight up to 1000 lbs including passenger
- Spanish:** Yes



City of Capitola–Seasonal Shuttle

Phone: 831-475-7300

Address: 420 Capitola Ave., Capitola, CA 95010

Web: <https://www.cityofcapitola.org/community/page/shuttle-bus-service-parking-information>

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

Schedule: Saturdays, Sundays and holidays from Memorial Day weekend through mid-September, 10 am - 8 pm

Service Fees: No charge for shuttle.
Parking cost is \$1.00 per hour at Lots 1 and 2 for 12 hours

Service: Provided on a first come, first serve basis

Trip Priority: Not applicable

Vehicles: Varies by demand

Wheelchairs: Yes

Spanish: Yes



Community Bridges-Lift Line

Five transportation programs available.

Phone: 831-688-8840

Fax: 831-688-8302

Address: 519 Main Street, Watsonville, California 95076

Web: www.communitybridges.org

Service Area: Santa Cruz County

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

Service Fees: No charge, although donations are accepted

Trip Priority: By reservation
Reservation requests are accepted between 8:30 and 5:00 pm

Wheelchairs: Yes

Spanish: Yes

Vehicles: 18

See more information on the next page.



1 - Lift Line: Medical Transportation

Transportation to regional, out of county, and veterans medical appointments only.

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 Centers

Transportation to/from meal sites.

Meal Sites:

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

Eligibility: Santa Cruz County residents age 60+ can apply at their local meal site

Schedule: Depending on the scheduled serving times, varies at each center

Service Area: Santa Cruz County

Service: Contact Senior Center to secure a meal and contact Lift Line to schedule transportation



3 - Taxi Scrip. Local taxis contract.

Schedule: 24 hours, 7 days/week

Service Fees: \$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

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

Trip Priority: By reservation

Wheelchairs: Taxis – request wheelchair vans at reservation

4 – Lift Line: Veterans Med Transportation*

Medical Transportation to Veterans service facilities. *See [page 15](#) for Santa Cruz County Veterans services

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

See more information on the next page.



5 - Lift Line Access For All Program (door-to-door transportation)

Schedule: 24 hours, 7 days/week

Phone: 831-688-9663

Instructions: Lift Line's self-service mobile app, akin to platforms like Uber and Lyft, is the primary means to schedule rides. Users can schedule rides up to seven days in advance, with same-day pickups available.

Service Fees: Nominal flat rate \$5 per ride (income-eligible older adults and people with disabilities will continue to enjoy Lift Line's services at no cost)

Service Area: **Santa Cruz, Monterey, and San Benito Counties**

Wheelchairs: Yes



Greyhound Bus Lines (Flixbus)

- Phone:** 831-423-4082 or
1-800-231-2222
1-800-752-4841 (ADA Assistance)
- Email:** ada.support@greyhound.com
- TTY/TDD:** 1-800-345-3109
- Address:** Three closest location to Santa Cruz are Gilroy, San Jose and Salinas
- Web:** <http://www.greyhound.com>
- Eligibility:** Everyone
- Service Area:** National
- Schedule:** Varies
- Service Fees:** Seniors (62+) receive a 5% discount
Attendants of those needing special assistance pay 50% of regular fare
- 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

See more information on the next page.

Trip Priority: Request for special assistance or priority boarding must be made 48 hours in advance Request for special assistance or priority boarding must be made 48 hours in advance.

Vehicles: 1775+

Wheelchairs: Wheelchair accessible buses are available with 48 hours advance request via the ADA toll-free number. 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" x 48".

Spanish: Yes, at 1-800-531-5332



Medi-Cal/Alliance Non-Emergency Transportation

Phone: 800-700-3874 ext. 5577

Santa Cruz County Main Office: 831-430-5500

For the Hearing or Speech Assistance Line, call
800-735-2929 (TTY: Dial 711)

Address: Alliance Transportation Coordinator: CCAH
1600 Green Hills Road, Suite 101, Scotts Valley, CA 95066

Web: www.ccah-alliance.org

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. If you are medically unable to use a car, bus, train or taxi, the Alliance will arrange transportation for you.

Schedule: Monday-Friday, 8:00 am to 5:00 pm

Service Fees: None

Service: 7 Business days in advance

See more information on the next page.



Trip Priority: Rides provided only to medical appointments and other medically necessary services

Vehicles: Vans

Wheelchairs: Yes, and gurney

Spanish: Yes



Mental Health Client Action Network

Phone: 831-469-0462

Address: 1051 Cayuga St., Santa Cruz, CA 95062

Email: mail@mhcan.org

Web: <https://www.mhcan.org/mhcan-home.html>

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 Fees: No charge

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

Trip Priority: MHCAN provides transportation to bring people to and from the center as well as transport people to county groups and appointments when needed. Priority for medical appointments, trips to Emeline case managers, grocery stores, and classes and support groups at MHCAN.

See more information on the next page.



Vehicles: 12 passenger van

Wheelchairs: No

Spanish: Yes



Santa Cruz County Veterans Service Office*

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

Fax: 831-458-7116

Address: **Santa Cruz Office:**
842 Front St, Santa Cruz CA 95060

Watsonville Office:
500 Westridge Drive, Watsonville, CA 95076

Email: Dean.Kaufman@santacruzcounty.us

Web: www.santacruzvets.com

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

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

Eligibility: All veterans

See more information on the next page.



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

DAV Van: Van operations are by reservation:

Departs: 842 Front St., Monday – Friday 8:10 am
Return: 842 Front St., Monday – Friday 11:45 am.

Service Fees: No charge

Service: Reservations not required on the Palo Alto VA Shuttle Bus.
Reservations required on the DAV Van (call office 48 hours
prior to arrange transportation)

Trip Priority: By reservation

Vehicles: 1 bus and 1 van

Wheelchairs: Yes – Big White Bus
No – DAV Van

Spanish: Yes



Santa Cruz Metropolitan Transit District (METRO)

- Phone:** (831) 425-8600
Speech/Hearing Impaired
CRS 711

Mobility Training Coordinator: 831-420-2576
- Address:** 110 Vernon Street, Santa Cruz, CA 95060
- Email:** info@scmtd.com
- Web Site:** www.scmetro.org
- Service Area:** Fixed route services within Santa Cruz County and on Highway 17 to San Jose*
- Eligibility:** Everyone
- Schedule:** Varies by route
- Service Fees:** Ride, day pass, monthly fares vary for:
Regular fares, Seniors (62+), Disabled, Hwy 17.
METRO Discount Fare Photo ID card is required

See more information on the next page.

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

Service: First come, first served

Trip Priority: Priority seating is available for older adults and customers with disabilities.

Vehicles: All METRO buses have “kneeling” capabilities, which permit the front entry door to be lowered to ease entry and exit of the bus.

Wheelchairs: For passengers using mobility devices, there are reserved areas with securement systems to provide a safe ride.

Spanish: Yes

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



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 offering accessible door-to-door shared ride service.

Phone: (831) 425-4664

CA Relay: 711 or 800-735-2929

To apply call: (877) 232-7433 or visit: <http://www.adaride.com>

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

Email: pcsupervisors@scmtd.com

Web: www.paracruz.com

Eligibility: A person is eligible for Metro's ParaCruz if they meet the ADA's requirements. A disability alone does not determine paratransit eligibility. The ADA / FTA regulations states the eligibility determination is made based on "if the individual can use fixed route transit in his or her own circumstances." One must be "prevented" from using the fixed route services independently, due to a physical, mental and/or visual disability.

See more information on the next page.



- Service Area:** METRO ParaCruz provides service to any destination within Santa Cruz County that is within three-quarter ($\frac{3}{4}$) miles of an operating bus route.
- Schedule:** The days and hours that paratransit service operates reflect the days and hours that METRO local-fixed route bus service operates in same area (excluding Amtrak Highway 17 Express). If fixed-route bus service operates limited trips, paratransit service will be available only during the times when those fixed-route bus trips are operating. View METRO's [service calendar](#).
- Fares:** \$4.00 fare per one-way trip. Premium fares for 'will-calls' are \$8.00 per trip (must be activated by 7pm, anything after 7pm requires a specific time). Re-dispatched vehicles are \$16.00
- 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
- Trip Priority:** By reservation, 7-days a week from 8am to 5pm.
- Vehicles:** All METRO vehicles are accessible, mid-sized buses, accessible vans, minivans. ParaCruz vehicles are equipped with lifts.

See more information on the next page.

Wheelchairs: 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: Yes



Taxi - Transportation Services

Eligibility: Everyone

Schedule: 24 hours/day; 7 days/week

Courtesy Cab Company

Phone: 831-761-3122

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 Fees: \$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 7](#)) accepted

Service: On demand

Vehicles: 6 autos
6 lift-equipped vans

See more information on the next page.



Wheelchair: Yes, in all vans

Spanish: Yes



Santa Cruz Yellow Cab

Phone: 831-333-1234

Address: P.O. Box 3328, Santa Cruz, CA 95063

Email: john@yellowcab1234.com

Web: www.yellowcab1234.com/contact.htm

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

Service Fees: \$4.00 to start
\$3.00 per mile
\$36.00 hourly rate
10% discount for seniors and disabled.
Lift Line taxi Scrip (see [page 7](#)) accepted

Service: Advance reservations and ride requests welcome

Trip Priority: Based on pick-up location and available drivers

Vehicles: 20 sedans
5 minivans

Wheelchairs: No

Spanish: Yes



UCSC Transportation and Parking Services (TAPS) Disability Van Service

Phone: 831-459-2829

Fax: 831-459-4234

Address: 1156 High St., Santa Cruz, CA 95064

Email: dvs@ucsc.edu

Web: <https://transportation.ucsc.edu/buses-shuttles/>

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

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

Service Fees: No charge

See more information on the next page.

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.

Trip Priority: Priority is given first to advance bookings traveling to classes.

Vehicles: 6 accessible minivans

Wheelchairs: Yes

Spanish: No

Van Rentals (Accessible Vehicles)

Company: Wheelchair Getaways

Phone: 866-224-1750

Address: San Jose, San Francisco, San Mateo, other

Web: www.accessiblevans.com/

Services: Accessible van rentals

Spanish: No

Company: Access Options Incorporated

Phone: 831-722-6804

Email: info@accessoptions.com

Address: 109 Lee Rd, Ste D, Watsonville, CA 95076

Web: www.accessoptions.com

Services: Accessible van rentals, sales and modifications, Wheelchair Vans, Scooter Lifts, Ramp Systems, Mobility Vans

Spanish: Yes



Volunteer Center of Santa Cruz County

- Phone:** Santa Cruz: 831-427-3435
Watsonville: (831) 768-8132
- Address:** 1740 17th Ave, Suite 2, Santa Cruz, CA 95062
- Email:** Transportation@scvolunteercenter.org
- Web:** www.scvolunteercenter.org
- Service Area:** Santa Cruz County
- Eligibility:** Seniors (65+) and disabled individuals (non-wheelchair)
- Schedule:** Monday - Friday 9:00 am – 5:00 pm
Riders may request earlier or later trips, and staff will attempt to accommodate those requests as capacity allows.
- Service Fees:** No charge
Limit of two trips per week
- Service:** Reserve at least 7-10 business days in advance
- Trips Priority:** Priority given first to rides for medical purposes and grocery shopping
- Vehicles:** Volunteer drivers use their own vehicles

See more information on the next page.



Wheelchairs: No

Spanish: Yes, agency staff



Ready Steady Transport Services

(Non Emergency Medical Transportation)

Phone: (657)-999-6788

Address: P.O. Box 83, Soquel, CA 95073-0083

Email: info@readysteadytransportationservices.com

Web: <http://www.readysteadytransportservices.com/>

Service Area: Santa Cruz County, Monterey County, Santa Clara County, San Jose, and surrounding areas

Eligibility: Open to all, including senior transportation and those with temporary or permanent disabilities requiring assisted ambulatory, wheelchair or stretcher/gurney transportation.

Schedule: Monday-Saturday 8am-5pm,
By appointment for pickup outside scheduled hours

Service Fees: Call for rates

Service: Reserve trip at 657-999-6788

Trip Priority: Seniors and those with mobility issues

See more information on the next page.



Vehicles: ADA compliant Ford Transit Vans with motorized vehicle lift

Wheelchairs: Yes, ADA compliant

Spanish: No



Monterey County ADA Paratransit (MST RIDES)

Phone: 888-678-2871

TDD: 831-393-8111

Address: 201 Pearl Street, Monterey, CA 93940

Web: www.mstmobility.org/

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.

Schedule: Service during hours/days that MST operates fixed route.

Service Fees: One-way, \$2.00
Personal Care Assistants with ID card ride free

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

Vehicles: 23

See more information on the next page.



Wheelchairs: Yes

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



San Benito County Paratransit (County Express)

Phone: 831-636-4161

Address: 330 Tres Pinos Road, Suite C7 Hollister CA 95023

Email: info@sanbenitocog.org

Web: <http://www.sanbenitocountyexpress.org/>

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 Fees: \$1.25*, Personal Care Assistants ride free

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.

Trip Priority: Not applicable

Vehicles: 5 vehicles in service daily Monday - Friday
1 vehicle in service Saturday & Sunday

See more information on the next page.



Wheelchairs: Yes

Spanish: 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 Valley Transportation Authority (VTA) ACCESS Paratransit

Phone: 408-321-2380

TDD: 408-436-0155

Fax: 408-382-0470

Address: 3331 N. First Street, San Jose, CA 95134

Email: paratransit@vta.org

Web: <https://www.vta.org/programs/access>

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

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

Service Fees: \$4.00 / 0.75 mile or \$16.00 / 1.75 mile (Premium) each way*
Personal Care Assistants ride free

Service: Reservations accepted 1-3 days in advance

Trip Priority: Not applicable

See more information on the next page.



Vehicles: Sedans and wheelchair-accessible vans

Wheelchairs: Yes

Spanish: 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.**

Uber Wheelchair Accessible Vehicles

Web: <https://www.uber.com/us/en/start-riding/?uclid=3c3f2f2c-c5ba-4acb-acb6-70f7d0f41c1a>

Or Search for Uber WAV online or as an option through Uber's app

Schedule: Dependent on availability of drivers

Service Fees: Dependent on time and distance of ride

Service: Reservations accepted up to 30 days in advance or up to 90 days with Uber Reserve

Vehicles: Wheelchair-accessible vans

Spanish: Dependent on driver



Telephone Numbers

- Cabrillo College Accessibility Support Center----- 831-479-6370
- Central Coast Ambulance Service ----- 831-685-3200
- City of Capitola–Seasonal Shuttle ----- 831-475-7300
- Community Bridges/Lift Line----- 831-688-8840
- Courtesy Cab Co. (Watsonville) ----- 831-761-3122
- Greyhound Bus Lines -----831-423-4028
or 1-800-231-2222
- Medi-Cal/Alliance Non-Emergency-----1-800-700-3874 ext. 5577
- Mental Health Client Action Network ----- 831-469-0462
- Santa Cruz County Veterans Service Office-----831-454-7276
- Santa Cruz Metropolitan Transit District 831-425-4664
- METRO ParaCruz -----831-425-4664
- UCSC Disability Van Service ----- 831-459-2829
- Van Rentals:
- Access Options -----831-722-6804
- Wheelchair Getaways -----866-224-1750
- Ready Steady Transport -----657-999-6788
- Volunteer Center of Santa Cruz:
- Santa Cruz -----831-427-3435
- Watsonville -----831-768-8132
- Santa Cruz Yellow Cab -----831-333-1234
- Other Counties:
- Monterey -----1-888-678-2871
- San Benito -----831-636-4161
- Santa Clara VTA -----408-321-2380



Prepared by

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Regional Transportation Commission**

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