

ParaCruz, METRO's ADA paratransit service, is for individuals who meet eligibility requirements under the Americans with Disabilities act of 1990 (ADA).

ParaCruz provides door-to-door, shared-ride bus service within a 3/4-mile corridor on either side of METRO's fixed-route bus service area. ParaCruz is for customers who are unable to independently use the regular bus service for some or all their trips due to a physical, cognitive, or psychiatric disability.

**ParaCruz's goal is to provide safe and reliable service to our clients.**



#### **Lost and Found**

ParaCruz is not responsible for lost or damaged items. If you leave an item on the vehicle, call (831) 425-4664 or visit: [service.scmtcd.com/open.php](https://service.scmtcd.com/open.php) to submit a help request. Select the topic: "Lost and Found Report."

#### **Carry-On Bags**

Drivers will assist with packages and personal items weighing no more than 30 pounds. You may bring packages in excess of this limit onboard the vehicle, but you and/or your PCA or guest must be able to load and unload them in one trip and without delaying the vehicle. You may bring packages on board in a personal, two-wheeled, collapsible cart.

For more information, refer to your METRO ParaCruz Customer Guide and METRO ParaCruz Code of Conduct at:



## **Guide to Specialized Transportation Services**

## HOW TO BOOK A TRIP

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### Reserve Your Trip Online

7 days a week. Please note that rides must be booked 1-3 days in advance.

[paracruz.ecolane.com/selfservice/login](http://paracruz.ecolane.com/selfservice/login)

### Reservation Requirements

Trip reservation requests must be made 1-3 days in advance. Once we reach our internal limit of the number of rides we can complete within a time slot, we will negotiate time. Negotiating time will be one hour before your requested time or one hour after. Bookings must be made between 8 am and 5 pm. Please be mindful of our 5 pm closing time and allow enough time to book your trip without being rushed. You are required to provide a full pick-up and drop-off address.

Please be prepared with the following information:

- 1) Your first and last name. Assistance with spelling is appreciated
- 2) Date
- 3) Specify if you have an appointment or a standard pickup
- 4) What time you have to be there or what time do you want to be picked up
- 5) Specify if you are traveling alone or with a PCA (Personal Care Assistant)
- 6) Pick-up address
- 7) Drop-off address
- 8) Mobility device

### Pick-Up Windows

ParaCruz rides have a 30-minute pick-up window. You must be ready to go at the start of the pick-up window. Vehicles will only wait 5 minutes. If a trip is missed, you will need to make an alternative transportation arrangement.

### Cancel Your Trip

7 days a week, 5 am-10:30 pm  
(831) 425-4664

**Please call at least one hour before the beginning of your 30-minute pick-up window.** It is important to notify in time so the driver does not make an unnecessary trip, and you are not considered a **no-show**. If you fail to cancel a trip without sufficient notice, an important resource is wasted that potentially deprives another customer of the use of the service for that time slot.

### No-Show Policy

Failure to cancel a scheduled trip within one hour of the scheduled pick-up time will be considered a "no-show" event. A no-show will be recorded in the customer's transportation record.

A no-show occurs when:

- Cancellation is made with less than 1-hour notice
- The client fails to board within 5 minutes of the vehicle's arrival
- The client cannot be located
- The client cancels at the door

### Ecolane's Mobile App or Web Portal

In addition to reserving trips, our self-serve clients can view available trips, cancel rides, track vehicles (App only), and check available Diminishing Balance Account funds. METRO's Ecolane App is available for download at the App Store or Google Play. Visit [scmetro.org/apps](http://scmetro.org/apps) for step-by-step instructions.

To sign up for self-service, please contact ParaCruz Customer Service to create an account. Web portal login is at [paracruz.ecolane.com/selfservice/login](http://paracruz.ecolane.com/selfservice/login).

## FARE INFORMATION

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### Fares Are Either \$4 or \$6

Exact fare in the form of cash, diminishing balance, or pass is required for boarding. METRO drivers do not have the ability to provide change. Customers who do not pay the fare will not be transported.

### Will Call

Call when you are ready to be picked up (for return rides only). Fee: \$8.00 - only available until 7 pm. All trips booked after 7 pm require a definite pickup time. Car seats and boosters are not allowed for will-call rides. Please see ParaCruz guide for additional information.

### Redispatch

Fee: \$16.00 - only on return rides. To avoid a redispatch fee if running late on your appointment, call customer service at (831) 425-4664 to extend your time. ParaCruz does not re-dispatch a vehicle for a missed trip that originates at the client's residence.

### Order ParaCruz Passes Online

[scmtd.square.site/shop/paracruz/9](http://scmtd.square.site/shop/paracruz/9)

### Order ParaCruz Pass by Mail

110 Vernon St  
Santa Cruz, CA 95060  
(Include \$1.50 shipping charge)

### Purchase ParaCruz Pass In Person

**Watsonville Transit Center**  
475 Rodriguez St  
Watsonville

### River Front Customer Experience Center

603 Front St  
Downtown Santa Cruz

## CONTACT INFORMATION

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### Apply for ParaCruz

Open Monday-Friday, 8 am-4 pm  
(877) 232-7433

[adaride.com](http://adaride.com)

### Inquire About New Client Applications, Recertification, or Changing Your Type of Mobility Device, PCA (Personal Care Assistant), or Address

#### ADA Ride

Open Monday-Friday, 8 am-4 pm  
(877) 232-7433

[adaride.com](http://adaride.com)

### Ask a Question, File a Complaint, or Update Your Contact Information

#### ParaCruz Customer Service

Open 7 days a week, 8 am-5 pm  
(831) 425-4664

[service.scmtd.com/open.php](http://service.scmtd.com/open.php)

### Mobility Training for Fixed Routes

If you would like mobility Training for Fixed Route as an alternative to ParaCruz, please contact METRO ParaCruz Mobility Training Coordinator at (831) 420-2576.