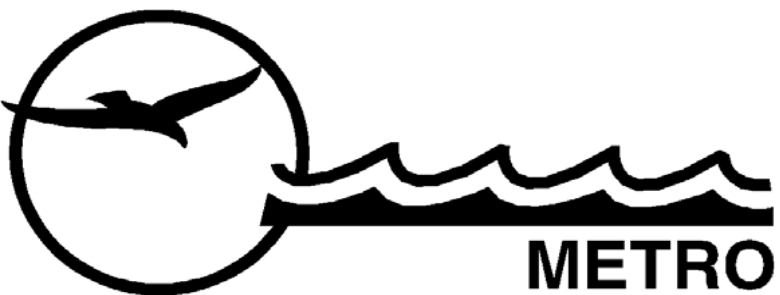


Santa Cruz Metropolitan Transit District



METRO ParaCruz Americans With Disabilities (ADA) Complementary Paratransit Program

Customer Quick Guide

para recibir esta información en español
por favor llame al 425-4664

Effective November 1 2004

METRO ParaCruz
2880 Research Park Dr Suite 160
Soquel, CA 95073

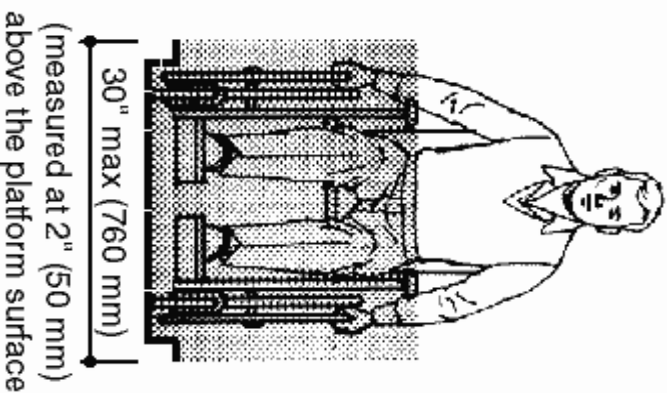
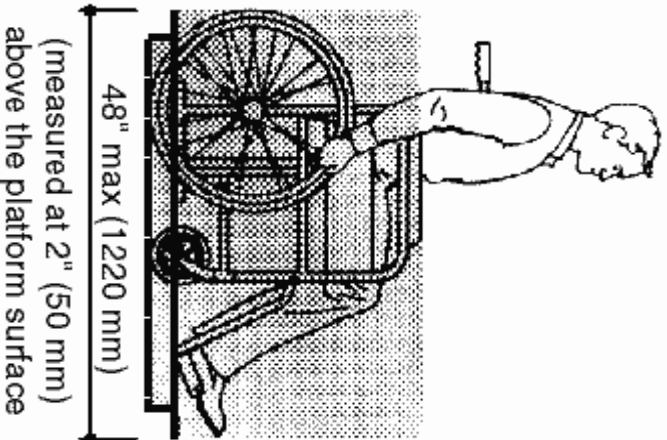
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Attention: ParaCruz Customers

Mobility Devices

METRO ParaCruz vehicles are designed to accommodate most wheelchairs and mobility aids. We are not able to safely accommodate you, though, if your wheelchair or mobility aid exceeds the following limits:

- More than 30 inches wide
- More than 48 inches long
- More than 600 pounds (mobility device when occupied).



What is METRO ParaCruz?

The Santa Cruz Metropolitan Transit District (METRO) offers **shared ride, door-to-door** paratransit service as a complement to its regular fixed route bus service. ParaCruz service is for people certified as unable to use the regular service due to a disability. This service operates under the name “**METRO ParaCruz**”.

Am I eligible for ParaCruz service?

ParaCruz service is available to anyone certified as unable to use fixed-route service as a result of permanent or temporary physical, cognitive, or psychiatric disabilities.

How do I register for ParaCruz?

Contact the ParaCruz Eligibility Coordinator at **425-4664** and schedule an appointment for a certification assessment.

Where can I go on ParaCruz?

ParaCruz service is provided within 3/4 mile of the METRO fixed route bus service. There are no restrictions or priorities based on destination or trip type.

When does the service operate?

ParaCruz rides are available from 6:00 AM until 10:30 PM every day except New Year’s Day, Thanksgiving Day, and Christmas Day. There are extended hours in certain areas of the county served by late night bus service. Call for details.

Beginning November 1, 2004 METRO will be providing ParaCruz service directly. On and after November 1, please call 425-4664 to reserve your ParaCruz rides.

What is the fare?

The one-way ParaCruz fare is twice the regular one-way fixed route bus fare, currently \$3.00 (subject to change if bus fares change). Fares must be paid each time you board a ParaCruz vehicle and may either be paid in **exact change** or by using **pre-paid ParaCruz tickets** (available at the METRO center or by mail).

How do I reserve a ride?

You can reserve your ParaCruz ride from one to fourteen days in advance of your trip. Reservation phones are open every day (except holidays) from 8:00 AM until 5:00 PM. If you need to call on a holiday to request a ride for the next day, you may leave a message with your request. ParaCruz staff will call you back that evening between 5:00 PM and 9:00 PM to confirm your ride.

When should I expect my ride?

In order to improve timeliness for all riders, a “ready window” has been defined as the 30 minute period surrounding a scheduled time (10 minutes before and 20 minutes after) during which passengers must be ready and waiting for their pick-up. Example: for a requested pick-up time of 9:00 AM, the “Ready Window” would be from

8:50 AM to 9:20 AM.

Once the vehicle arrives, the driver is not allowed to wait longer than five minutes.

What assistance do drivers provide?

Drivers escort you from door-to-door. They may assist you with a limited amount (not to exceed 30 pounds) of groceries or other packages. Drivers are **not permitted** to perform personal attendant duties such as transferring to or from a wheelchair, connecting or disconnecting oxygen tanks, or turning off appliances.

What if I decide not to go?

It is important to cancel your ride with at least one-hour notice. Not canceling a trip will result in a “no-show”. Three no-shows within a 90-day period may result in a 30-day suspension of a rider’s METRO ParaCruz service.

Who provides the service?

Beginning November 1, 2004 METRO will provide most rides directly. METRO ParaCruz operates a modern fleet of clean, well maintained small buses and minivans with trained professional drivers. Additional service may be provided through local taxi companies.

How do I get more information?

If you would like a complete METRO ParaCruz Customer Guide, call **425-4664**. Information is also available on the web: www.paracruz.com