

METRO is for Everyone



METRO's top priority is to provide courteous, safe and reliable mobility and accessibility within our community.

For ADA 504 Complaint Forms & Procedures and Accessible Information Request Forms visit scmttd.com/fares/customer-service or call Customer Service (831) 425-8600 or the Accessible Services Coordinator (831) 423-3868 during business hours (CRS Hearing / Speech Impaired dial 711).

Accessibility Features

- All METRO vehicles are accessible.
- Priority seating is available for older adults and customers with disabilities.
- All METRO buses have "kneeling" capabilities, which permit the front entry door to be lowered to ease entry and exit.
- If you have difficulty climbing steps, ask the Bus Operator to "kneel" the bus for you before you enter or exit the front entry.
- All METRO buses are equipped with ramps or lifts to accommodate passengers who have difficulty climbing stairs, or who use mobility devices.
- For passengers using mobility devices, there are reserved areas with securement systems to provide a safe ride.

- Please notify your Bus Operator if you need an accommodation; they are trained to assist with the mandatory securement of any mobility device.

For more information regarding METRO's Accessible Services Program, call the Accessible Services Coordinator at (831) 423-3868 or Customer Service at (831) 425-8600 (CRS Hearing / Speech Impaired 711).

Fixed Route Features

- In the event of a passenger lift failure, the Bus Operator will notify the Dispatcher for guaranteed **Back-Up Service** if another bus heading to the passenger's destination will not arrive within 30 minutes. If a METRO bus cannot be provided, our **METRO ParaCruz** paratransit service will be utilized.
- Every METRO Bus is equipped with a **Call Stop Announcement System** that will announce every bus stop (except those within 600 feet of an earlier stop).
- Upon boarding, you may ask the Bus Operator to assist in finding your destination.

Attendants

- One Personal Care Attendant (PCA) may ride free with a fare-paying passenger who presents a ParaCruz ID Card, or a Discount Photo ID Card. For more information about qualifying as an attendant, please call Customer Service or visit scmttd.com.

Service Animal Accessibility

- A Service Animal is defined as any animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.
- Passengers with disabilities may be accompanied on a METRO bus or METRO ParaCruz vehicle by a Service Animal.
- The owner must be in control of the animal at all times.

For complete information see METRO's Service Animal Policy (scmttd.com/agency-info/administration/policies).

Life Support Equipment

- Individuals required to use respirators, portable oxygen, and other life support equipment, are permitted to board with them, unless it would violate Federal Regulations (49CFR Parts 100-199) concerning hazardous materials transport.

Mobility Devices

- METRO allows for all mobility devices to access our vehicles, regardless of weight or size, and will attempt to carry any wheelchair or mobility device that can be accommodated on METRO buses or Paratransit vehicles.
- Boarding is permitted as long as the device can maneuver the ramp or be picked up by the lift, and the passenger can maneuver the device into the passenger area in a forward facing position for securement.
- METRO vehicles utilize a multi-point securement system, including: lap belt, shoulder harness (and safety restraint bar for fixed route).

For Your Safety:

- Securement of mobility devices is mandatory.
- **Please** lock the brakes on your mobility device while using the lift and also while the bus is in motion.
- For passengers utilizing a scooter, the Bus Operator will suggest transferring to a passenger seat once the scooter is secured.



Mobility Training



Many customers find that our fixed route buses provide greater flexibility and independence at a lower cost than our paratransit service. **METRO's Accessible Services Program** provides free individualized instruction to older adults and people with disabilities of all ages who want to learn how to:

- Ride the bus safely and confidently.
- Use passenger lifts, ramps, kneeling bus steps, and other special features.
- Handle unique mobility situations.
- Make connections between buses.
- Obtain a **METRO Discount Photo ID Card**.
- Purchase discount fare passes.
- Read the **Headways Bus Rider's Guide**.
- Plan a trip using METRO's website (scmttd.com).

Complementary **Stokes Straps** (for protecting your wheelchair from tie-down scratches) are available.

Call the Accessible Services Coordinator at (831) 423-3868 for more information.

ADA Paratransit



METRO ParaCruz is METRO's **ADA Complementary Paratransit** service, offering accessible door-to-door shared rides for people who are not able to use the bus due to a physical, cognitive, or psychiatric disability.

Eligibility

- Eligibility for this service is determined through an in-person interview.

Reservations

- Rides must be reserved at least one-day in advance of the ride.
- Reservations may be arranged between **8:00 am and 5:00 pm**.

ParaCruz Service Area

- **METRO ParaCruz** provides service to any destination within Santa Cruz County that is within ¾ miles of a bus route.



7th ParaCruz Service Operates 7 Days a Week

The days and hours that paratransit service operates reflect the days and hours that METRO local fixed route bus service operates in the 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.
- Weekend and holiday paratransit service will only be provided when and where local fixed-route bus service is operating.

For complete information including our printable PDF **METRO ParaCruz Customer Guide** booklet,

- Visit scmttd.com/metro-paracruz/general-info.
- Call **METRO ParaCruz** at (831) 425-4664 (CRS Hearing / Speech Impaired dial 711).
- Email paracruz@scmttd.com.



SANTA CRUZ
METRO MOVES YOU

How to Use Schedule by Stop

Bring Your Bike on Board!



SC METRO Stop 1520:
rt42 3:55p*, rt42
5:55p*, rt42 8:50p
(last trip) *=approx.



Use SCHEDULE BY STOP

Get up-to-date times personalized to **YOUR STOP**

Check on the **LAST** trip of the day.

NOTE: Not Real Time Information. If your bus has encountered delays this system will not capture that information. This is for **SCHEDULED** stop times only.

By Phone

Text "scm [Location ID] xxxx" to 468-311

- You will receive a text response with info for the next scheduled stops at your location.
- Message and data rates may apply.
- Save in your contacts, under "Schedule By Stop" for future use!

Desktop or Mobile Browser

Enter scmtd.com/stop/xxxx

- Displays today's entire schedule at that **Location ID**.
- Also provides six ways to **search for any bus stop** or **transit center**, including nearest to **your phone's geo-location**, and the **METRO System Map**.

METRO makes it easier to travel by bicycle for part of your commute by providing space on every METRO bus to accommodate bikes.

- Bike racks are located on the front of the bus.
- There is space for up to three standard size bicycles.
- Use of bike racks is free for all ticketed customers.
- Space is available first-come, first served.
- METRO allows one bicycle per customer.
- Gas powered bikes are prohibited.
- Bicyclists may ask the driver to "kneel" the bus for convenience when placing the bike on the rack.
- Folding bicycles are allowed onboard, when safely folded and stored outside the aisle.

SPECIAL EXCEPTIONS

In addition to the bicycle racks described above, bicycles may be brought onboard under special conditions on a limited number of METRO routes.

- Up to two standard size bicycles may be brought onboard routes HWY 17, 40, 41 and 42 at the driver's discretion based on available space.
- For HWY 17, bikes may only be brought onboard when a customer is boarding at the Diridon Caltrain Station, the Cavallaro Scotts Valley Transit Center, or the Pasatiempo stop, if the northbound trip does not serve Cavallaro.

- While onboard, bikes are stored in the accessible seating area (if available) and secured with straps obtained from the bus operator.
- Individuals requiring assistance in the front seating area have priority over bicycles. When those customers board, a bicyclist will be asked to move their bike to the front of the bus if space is available or may be forced to disembark and wait for another bus if the front rack is already filled.

Loading Your Bike

- Be ready when the bus arrives.
- Remove oversized equipment or loose items.
- Bicycles or accessories that in any way impede the operator will not be allowed on the rack. Tell the bus operator you will be loading a bike.
- Safety First! Load from the curbside only.
- Pull down to release folded rack.
- Fit bicycle wheels securely into labeled slot.
- Raise and release the support arm over the front tire and close to the frame of the bike.
- If the wheels do not fit in the designated slot, the operator will not be able to transport your bike.
- Bicyclists must be able to load their bike without the assistance of the operator.

Unloading Your Bike

- Let the bus operator know you will need an extra minute to disembark your bike.
- Raise the arm to free the wheel.
- As you remove your bike, be sure to watch for oncoming traffic, mirrors and other impediments.
- If rack is empty, return it to upright position by squeezing and lifting the handle.
- Don't dash out in front of the operator, wait to depart until the operator pulls away from the curb.

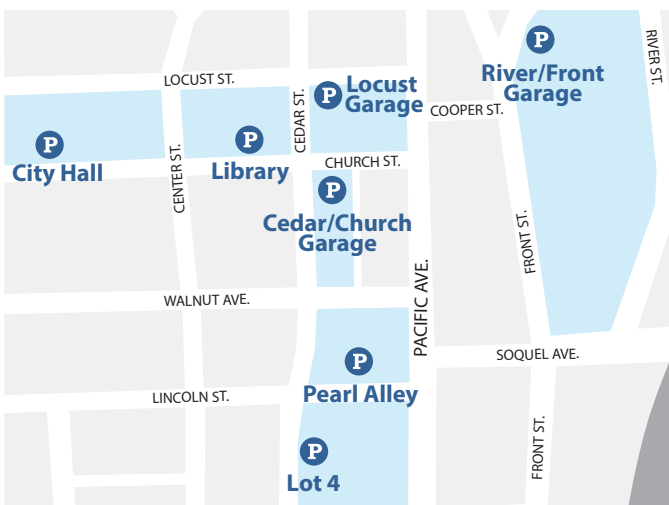


Important Information

- METRO is not responsible for any loss or damage that occurs on METRO property or buses.
- Bikes secured at all METRO Transit Centers must be in bike racks only, otherwise, bikes will be removed by METRO.
- For lost or forgotten bikes, please contact Security at the **METRO Center** or contact Customer Service at (831) 425-8600.
- Valid photo ID required to claim a lost bike.

Bike Locker Rentals

There are over 100 bike lockers in nine locations in Downtown Santa Cruz where you can rent a safe and secure storage locker. See bikelink.org or call (831) 420-5160 for more information.



Make Traveling on METRO a Breeze!



- Arrive early. Departure times can vary slightly based on traffic.
- Be visible. Bus Operators do their best to check every stop, but in the dark or traffic that can be challenging. When you see your bus approaching stand up and be seen!
- Have your pass or exact change ready (your fellow passengers will thank you).
- Request the type of pass you want before you insert your money, and have your ID, or discount card ready, if required.
- Request your stop by pulling the yellow "Stop Requested" cable. Buses may stop at any marked METRO stop. Courtesy stops (non-marked bus stops) can be made at the Operator's discretion if they consider it safe. Courtesy stops are not made on Express Routes.
- Route numbers and direction of travel are labeled on the front of the bus (in the headsign).
- Wait for disembarking passengers before boarding.
- For safety, passengers with small children should board at the front of the bus.
- Food and drink are permitted if the customer maintains control over these items and packs his or her trash. METRO is not your mom, please help us out by keeping our buses clean for everyone.
- For the courtesy of others, and to ensure seating availability, do not place personal items or feet on seats.

- Pets are not allowed, except in carriers specifically designed for the transporting of animals.
- Clearly identified Service Animals are allowed on all METRO buses.
- Smoking of any kind and alcohol consumption is not allowed on any bus at any time (this includes vaping).

Passengers are not allowed to board a bus once the bus has pulled away from the curb.

Because of conditions beyond the control of METRO, scheduled times and transfers are not guaranteed.

Carry-on Policy

Two-wheeled shopping carts, folding strollers, and folding bikes, under five feet in length when folded, are allowed inside the bus, as long as they can be folded and stored out of the aisle and controlled by the passenger.

Nothing exceeding five feet in length is allowed inside a METRO bus (including fishing poles and surfboards).

Other items not allowed include: hover-boards, open containers of alcoholic beverages, car batteries, fireworks, firearms, gasoline, or any caustic or flammable materials.

No Smoking Policy

Smoking is prohibited on all METRO buses, at all Transit Centers, and within 50 feet of all bus stops. **This includes all vapor devices and E-cigarettes.**

California Penal Code Section 640.

Non-discrimination Policy

METRO is committed to upholding **TITLE VI**, ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, services, or in its employment and business opportunities, on the basis of race, color, national origin, age, sex, sexual orientation or gender identity. All persons, regardless of their citizenship, are covered under this regulation.

METRO's TITLE VI policy is available at:
scmtd.com/agency-info/administration/policies



Stay Connected



Schedule By Stop

View today's schedule at any bus stop or transit center via web or text message.

Subscribe to Route Alerts

Choose to receive email or text alerts, or both!

scmtd.com/connect



Customer Service
920 Pacific Avenue
Santa Cruz, CA 95060
(831) 425-8600
Mon-Fri 7am-6pm

Administrative Offices
110 Vernon Street
Santa Cruz, CA 95060
(831) 426-6080
Mon-Fri 8am-5pm

Accessible Services Coordinator
(831) 423-3868

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