

Ecolane allows for quick and easy booking of trips for Cruz On-Demand and ParaCruz customers

Santa Cruz METRO is making it even easier to book your travel, with the release of the Ecolane app.

Customers wanting to schedule a Cruz On-Demand or ParaCruz ride have the convenience of viewing available trips and booking their own rides for METRO's ride-share services in Santa Cruz County via the Ecolane App.

Trips can be booked in advance or on the day of travel by using the Ecolane app scheduling tool.

Trips are valid from any address within METRO's service area, extending 3/4s of a mile from any of METRO's fixed-route bus routes, excluding Highway 17 and the UCSC campus.

The Ecolane app can be downloaded for free on your smartphone from the App Store or Google Play.

We hope you enjoy using this new app to book your Cruz On-Demand and ParaCruz trips.

Visit scmtd.com/apps for more information.



Cruz On-Demand Customers

Ecolane allows customers to schedule a Cruz On-Demand ride, throughout Santa Cruz County, on-demand rather than waiting at a bus stop.

Whether running a neighborhood errand or connecting to the nearest Transit Center for longer journeys, a Cruz On-Demand vehicle will come to you when you schedule it for service to any address within METRO's service area, excluding Highway 17 and UCSC campus, up to a maximum distance of three miles.

Cruz On-Demand is a shared ride experience on smaller vans operated by METRO's trained ParaCruz operators. Simply download the Ecolane app on your smartphone from the App Store or Google Play to get started.

For more information visit scmtd.com/ondemand

ParaCruz Customers

For customers enrolled in METRO's ParaCruz service, METRO's ADA Paratransit service offering accessible door-to-door shared rides for people who have a temporary or permanent physical, cognitive, or psychiatric disability, the Ecolane app can be used to book and cancel ParaCruz trips.

ParaCruz customers will first need to contact METRO's ParaCruz Customer Service Department at (831) 425-4664 to enroll you in the Ecolane program. A valid email address will need to be provided at the time of enrollment.

After enrollment, registered ParaCruz customers can download the Ecolane app onto a smartphone from the App Store or Google Play to get started.

For more information visit scmtd.com/paracruz

Download the Ecolane app today!

THE FAST AND EASY WAY TO BOOK YOUR SHARED-RIDE TRIPS WITH METRO.

Download the Ecolane app today.



ECOLANE GUIDE

Trip Booking Made Easy

For Cruz On-Demand and ParaCruz Customers

Customer Service

920 Pacific Avenue
Santa Cruz, CA 95060
(831) 425-8600
Daily 8am-5pm

Administrative Offices

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

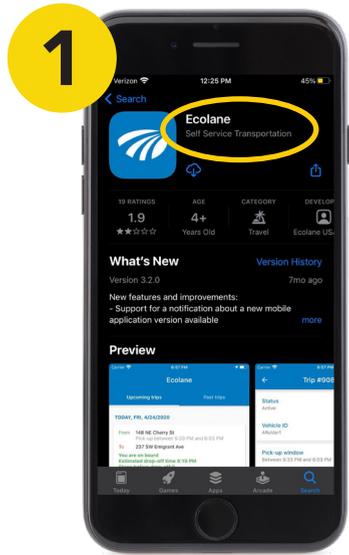
Accessible Services Coordinator

(831) 423-3868

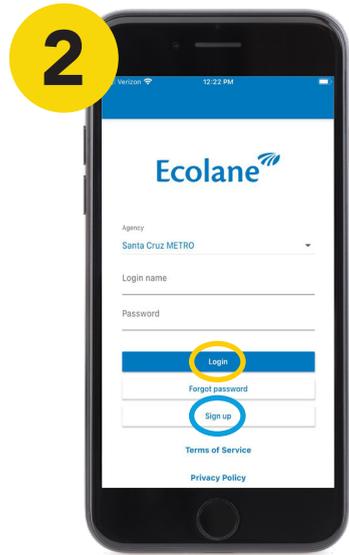
METRO ParaCruz

2880 Research Park Dr.
Suite 160
Soquel, CA 95073
(831) 425-4664
Daily 8am-5pm

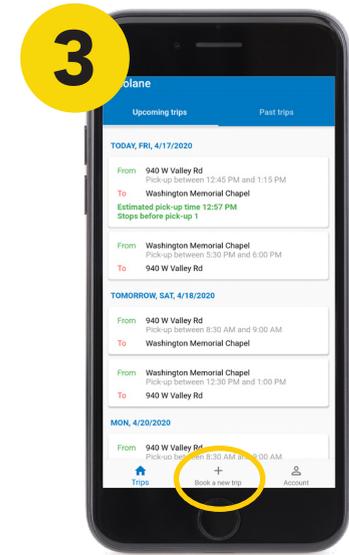
scmtd.com



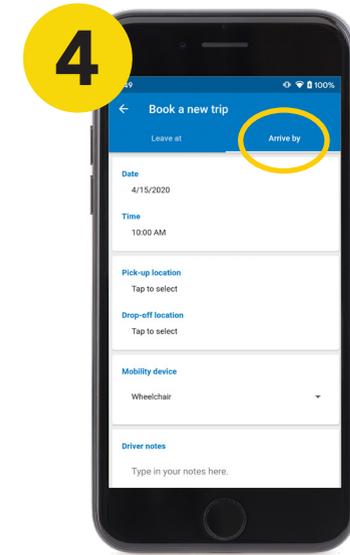
Download the Ecolane app from the App Store (for Apple iPhone) or Google Play (for Android). Once the app has downloaded open it up.



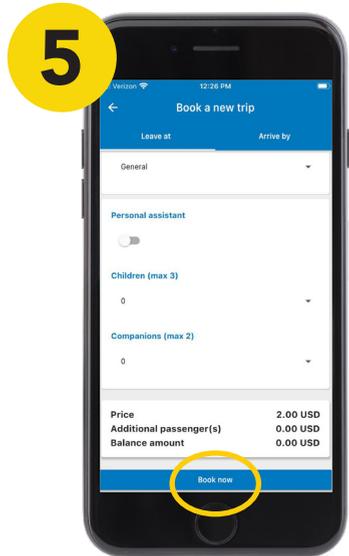
Login. For first time users, use the login page to self-register by selecting "Santa Cruz Metro" from the agency drop-down list, then click "Sign Up". Once successfully registered, confirm your email address by clicking the link in the Ecolane confirmation email. You can now begin booking trips with Ecolane.



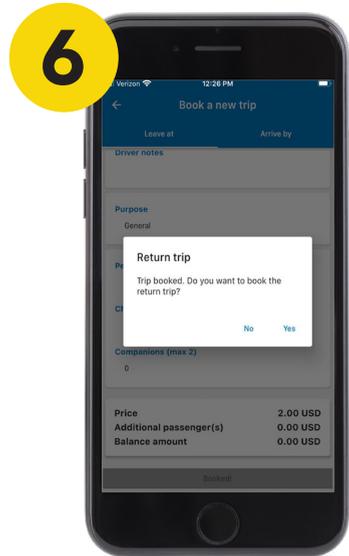
To book a new trip, click "Book a New Trip" from the navigation menu on the bottom of your screen.



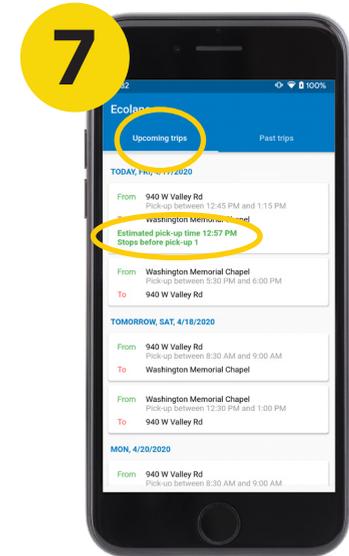
Choose either "Leave At" or "Arrive By" a certain time, at the top of your screen. Then select travel date, time, pick-up, and drop-off locations. If you will be using a mobility device during your trip, select it on the menu. You can also leave any notes your driver may need to help in picking you up.



The trip fare will then be calculated based upon the trip length. To confirm your trip, click "Book Now". Your reservation will then be sent to our dispatching system.



After booking your trip, a pop-up message will appear asking if you would like to book a return trip. You can select "Yes" or "No" to advance to the next screen.



Once the booking is complete it is displayed under "Upcoming Trips." On the day of your scheduled trip, a "Ready Window" will be displayed on when you can expect your vehicle to arrive. Please be ready to board the vehicle during that "Ready Window."



To pay for your fare you can either use the METRO Splash Pass app, Diminishing Balance Account, or pay with cash onboard. For more information on METRO's Splash Pass visit scmtd.com/apps.