



For Immediate Release
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ParaCruz, METRO's Paratransit Service, Celebrates 20 Years of Unwavering Commitment to Accessibility

Santa Cruz, CA (Monday, November 11, 2024) – The Santa Cruz Metropolitan Transit District (METRO) is proud to announce the celebration of its ADA Paratransit Service, ParaCruz's, 20th anniversary. For two decades, ParaCruz has been dedicated to providing safe, reliable, and accessible transportation to individuals with disabilities, ensuring equal access to public transit for all.

ParaCruz provides door-to-door, shared-ride service within a ¾ mile corridor on either side of METRO's fixed-route bus service area. ParaCruz is Santa Cruz METRO's ADA paratransit service for customers who are unable to independently use the regular bus service for some or all of their trips due to a physical, cognitive, or psychiatric disability.

Since its inception in 2004, ParaCruz has remained steadfast in its mission to enhance mobility and independence for thousands of residents. By adhering to the Americans with Disabilities Act (ADA) standards, ParaCruz service has been a crucial component in fostering inclusivity and accessibility within our community.

"We are honored to mark this significant milestone," said Daniel Zaragoza, METRO Deputy Director of Operations. "Our dedicated team works tirelessly to offer a lifeline to individuals who rely on our services for their daily transportation needs. This anniversary is a testament to our commitment to improving the quality of life for all residents."

Over the past 20 years, ParaCruz has grown and evolved, incorporating advanced technologies and expanding its fleet to better serve the Santa Cruz community. With a focus on continuous improvement, ParaCruz strives to provide an exceptional experience for riders, ensuring their safety, comfort, and convenience.

ParaCruz provides about 75,000 rides per year and 231 rides each weekday, across Santa Cruz County with service from 5:30am – 12:30am, 7 days per week, totaling 1,589,106 rides in the past 20 years of service. In addition to daily service, ParaCruz also assists in emergency evacuations during natural disasters within Santa Cruz County with staff working around the clock to support members of the community.

Santa Cruz METRO and ParaCruz invite everyone to join in celebrating this achievement and to learn more about the vital role of paratransit services in our community.

For more information on ParaCruz, please visit www.paracruz.com or contact ParaCruz directly, 7 days a week, 8am – 5pm at (831) 425-4664

To inquire about new client applications or recertification, clients can call ADA Ride, Monday through Friday, 8am – 4pm at (877) 425-4664 or visit adaride.com.



About Us

Santa Cruz METRO, ParaCruz

ParaCruz is Santa Cruz 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. ParaCruz provides people with disabilities a level of access to mass public transportation that is comparable to the rest of the community. ParaCruz operates a fleet of safe, clean, modern and accessible large buses, small buses, and minivans, connecting people to educational, business, medical, shopping, social, and other destinations. All METRO fixed route buses and ParaCruz vehicles are accessible to any customers needing the use of a ramp or lift to board a METRO vehicle.

For more information visit www.paracruz.com.

Santa Cruz Metropolitan Transit District (METRO)

Established in 1968, METRO'S mission is to provide easy-to-use, convenient transportation for residents while protecting the environment and building better communities. METRO directly operates county-wide, fixed-route and Highway 17 commuter service, with connections to Santa Clara County and Monterey Salinas Transit at our Watsonville Transit Center. The agency also operates ParaCruz paratransit service. Today METRO operates a fleet of 104 buses on 22 fixed routes and 32 paratransit vehicles.

Every ride on a METRO bus takes cars off the road, significantly reduces greenhouse gas emissions, and supports economic opportunity and quality of life in our community. Moving into the future, METRO strives to meet the following goals:

- Increase transit ridership to 7 million trips annually within the next five years
- Transition to a zero-emissions fleet with a mix of hydrogen and electric vehicles
- Increase affordable housing at METRO-owned transit centers to 175 units in the next 10 years.

For more information, visit scmetro.org.