



METRO Bus Rider's Guide

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scmetro.org



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Riding METRO Is Easy

01

Whether you are a first-time or frequent rider, we are dedicated to making your travel convenient, safe, and reliable. This brochure guides you through the basic steps of riding, from planning your trip to exiting the bus at your destination.

02 Plan Ahead

Before you leave home or work, it's important to plan your trip and know when and where you need to be so you can catch the right METRO route to get to your destination.

To help plan your trip, visit our website, or pick up a copy of Headways magazine, to view all our routes and schedules and explore popular destinations served by METRO. Then use our trip planner to map out your journey.

Plan Your Trip



Track Your Bus 03

Bus tracking lets you know, in real time, exactly when the next bus will arrive at your stop.

It also informs you of service disruptions, like traffic incidents, and how full the bus is.

METRO's real-time information is now available across most popular travel apps and websites – including Transit App and the Google Maps and Apple Maps trip planners. You can also use your browser to check METRO Real-Time, our own bus tracking website. For more information visit scmetro.org/apps.



Check METRO Real-Time



Don't have a smartphone? You can also get real-time info via text message. For predicted arrivals within 30 minutes, text "**SCM XXXX**" to **41411** (where XXXX is either a numeric stop ID or transit center lane such as "rfc1" or "wtc2"). You can find your stop ID or transit center lane on the bus stop sign or in Headways magazine.

04 Purchase Fares & Passes

METRO has several convenient ways to purchase your fares:

Splash Pass App

Download Splash Pass on the App Store or Google Play.

Mail-Order Form

Forms are available online and in Headways

METRO's Online Store

Passes will then be mailed to you; a \$1.50 shipping fee will apply. Visit scmtd.com/en/fares/buy-passes-online to learn more.

Customer Service Windows

You may purchase reloadable Cruz Cards or mag stripe cards at our Customer Service Windows located in Watsonville and downtown Santa Cruz.

Fare Information

Adult	Local Service Santa Cruz County	Amtrak/ Highway 17 Express
Cash/1-Ride	\$2.00	\$7.00
Day Pass	\$6.00	\$14.00
3-Day Pass	\$15.00	–
7-Day Pass	\$32.00	–
31-Day Pass	\$65.00	\$145.00
15-Ride Pass	\$27.00	\$94.50
Discount Fare	Local Service Santa Cruz County	Amtrak/ Highway 17 Express
Cash/1-Ride	\$1.00	\$7.00
Day Pass	\$3.00	\$14.00
3-Day Pass	\$7.50	–
7-Day Pass	\$16.00	–
31-Day Pass	\$32.00	\$145.00
15-Ride Pass	\$13.50	\$94.50

Board the Bus 05

With a little preparation, boarding the bus is smooth and easy.

Be Prepared

Use one of the bus-tracking methods described on Page 3 to determine when your next bus will arrive. We recommend getting to the stop at least five minutes early. Stand at your bus stop where the bus operator can see you. You may board at Transit Centers or wherever a METRO bus stop sign is posted.

Check the route number.

Each bus stop sign displays the routes served at that stop. When the bus arrives, read the route number on the head sign (lighted sign above the windshield) to make sure you are getting on the correct bus. You can also ask the driver.

Hop Onboard

Allow passengers to exit first, then enter the bus through the front door. Please use handrails to board safely. Passengers are not allowed to board a bus once it has pulled away from the curb.

06 Have Your Fare Ready

To expedite boarding, please have your fare ready to present to the operator. METRO accepts Splash Pass App Mobile Ticket, exact cash fare, or pass.

Cash Fares

Please have exact change ready. Bills and coins are accepted, but operators do not make change. Credit cards/mobile payments are not accepted onboard buses.

Day Pass

If you are buying a Day Pass, please inform the operator before inserting money.

Splash Pass

Show your Splash Pass App Mobile Ticket to the operator for local routes; on the Highway 17 Express, scan your mobile ticket using the onboard validator. Tickets should be activated just prior to boarding. To learn more visit scmetro.org/apps.

Students

Students ride METRO for free. UCSC and Cabrillo College students must show their Student ID to operator. Youth in grades K-12 must show Student ID or Youth Cruz Free ID to operator.

Discount Fares

Qualifying individuals (62+ adults or people with disabilities) must present a Discount Photo ID to the operator upon boarding.

Exit Safely

07

Be mindful of your surroundings as you leave the bus.

When you are ready to get off the bus, signal the driver ahead of time by pulling the cord above the windows, or pushing the red stop button on the handrail. You should signal the driver as soon as the bus passes the stop before your destination. Courtesy stop requests at unmarked locations may be honored at the discretion of the driver.

While exiting is allowed through either the front or the rear doors, passengers with small children should exit through the front doors. Only step into the aisleway after the bus has stopped. Use the handrails then move away from the bus to give your driver plenty of room to re-enter traffic.

08

Bikes on Board

Your bike is welcome on METRO!

All buses are equipped with front-mounted racks with space for three standard-sized bikes. Use of the bike racks is free to fare-paying customers on a first-come, first-serve basis. One bike per customer.

You can load your bike at any posted bus stop. To make loading easier, you can ask the operator to “kneel” (lower) the bus for your convenience. In general, bicycles are not permitted inside the buses.

Visit our website to see exceptions. Exit through the front door and notify the bus operator that you have a bike to unload.



09

Animals on Board

Service Animals

Service animals are allowed on all METRO buses. Any working Service Animal should not be petted or handled by any person other than the owner.

Pets

Pet animals are only allowed aboard METRO buses if they are carried inside cases specifically designed for the transporting of animals.



10 You Have the Right to Feel Safe

METRO has zero tolerance for harassment. If you experience it or see it, we encourage you to report it right away.

There are three ways to report:

1. File an online Customer Service Report. Please note that your name and phone number are required to submit the form.



2. Call (831) 425-8600. Use this option if you want to report anonymously.
3. Tell your bus driver or a METRO employee at one of our Customer Service Windows..



11 Restricted Items

Below is partial list of items restricted on METRO buses. Visit our website for a complete list.

Carry-on Policy

Customers may bring one carry-on item that can fit on one's lap (except grocery bags in which 1-2 bags may be brought onboard pending space availability).

Bulky Items

Items exceeding 5 feet in length are not permitted inside a METRO bus. This includes surfboards and fishing poles. If an item can be folded to less than 5 feet, stored out of the aisle, and always kept under control, it may be allowed on board.

Food and Drinks

Sealed food and drinks are permitted on the bus, but eating and drinking onboard a bus is prohibited.

Smoking and Vaping

Smoking and vaping are prohibited on METRO buses, at all Transit Centers, and within 40' of all METRO bus stops.

12 Code of Conduct

The METRO Code of Conduct helps maintain and operate a safe, efficient, and effective public transit system for the safety and comfort of everyone who interacts with our public transit services or property. Passengers and the public may be refused services or access to facilities because of unacceptable conduct as described in the policy.

Read METRO's Full Code of Conduct Policy



Information for People with Disabilities

13

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 of the bus. 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.

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 for help in finding your destination.

For more information regarding METRO's Mobility Program, call the Mobility Training Coordinator at (831) 420-2576.



14 Discount Fare and Pass Eligibility

Qualifying individuals (older adults or people with disabilities) must present one of the following forms of verification below to a bus operator upon boarding:

For Older Adults 62+

- A METRO Discount Photo ID Card
- A Discount Photo ID Card/Paratransit ID Card issued by another transit agency
- A Senior Citizen ID Card
- Identification that displays date of birth (e.g. passports & birth certificates)
- Current State Driver's License or current State ID Card

For People with Disabilities

- A METRO Discount Photo ID Card
- A METRO ParaCruz ID Card
- A Discount Photo ID Card issued by another transit agency
- A Medicare ID Card
- A valid ID Card for a California Disabled Person Parking Placard
- A Disabled Veteran's Service-Connected ID Card

Visually impaired customers who do not use mobility assistance, such as a cane or a service dog, may be asked by an operator to present a Discount ID or ACCESS Card.

15 Discount Photo ID

Qualifying individuals can apply for a METRO Discount Photo ID to prove eligibility for discount fares and passes. This card also allows you to ride with an attendant at no extra fare and qualify for discount fares offered by other transit agencies.

Criteria for Applying

- Older Adults 62+ must present one of the forms of identification listed previously.
- People with disabilities must present one of the forms of identification listed previously or a completed Discount Fare Application Form. The form must be completed by a medical practitioner verifying your disability. Only original completed forms will be accepted, copies not permitted.
- To obtain the Discount Fare Application Form, read the Discount Fare Program section at [scmetro.org/policies](https://www.scmetro.org/policies).

16 ParaCruz - Paratransit for Santa Cruz County

ParaCruz is METRO's ADA Complementary Paratransit service.

ParaCruz offers accessible door-to-door shared rides for people who are not able to use the bus due to a temporary or permanent physical, cognitive, or psychiatric disability.

ParaCruz provides people with disabilities a level of access to public transit that is comparable to the rest of the community.

All ParaCruz vehicles (and METRO fixed-route buses) are accessible to customers who need to use a ramp or lift to board the vehicle. Customers may arrange for a personal care assistant (PCA) to travel with them. Rides are scheduled one to three days in advance, and frequently include picking up and dropping off other customers along the way.



Scheduling a ParaCruz Ride 17

Customers may schedule a ParaCruz ride by calling ParaCruz Customer Service at (831) 425-4664, 7-days a week from

8am to 5pm. Other scheduling options include Ecolane's mobile app or Ecolane's self-serve web portal.

With Ecolane's mobile app, our self-serve clients can view available trips, book and 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, for more information visit scmetro.org/apps for step-by-step instructions.

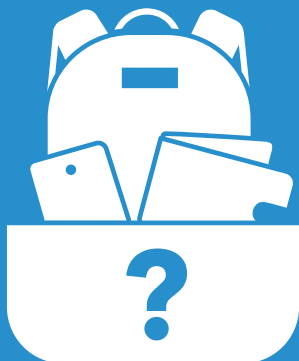
To sign up for self-service, please contact ParaCruz customer service to create an account, web portal login at paracruz.ecolane.com/selfservice/login.

To apply for ParaCruz visit adaride.com or call (877) 232-7433 Monday through Friday 8am to 4pm.

For more information, call (831) 425-4664. (Dial 711 for CRS Hearing & Speech Impaired.)

To inquire about or claim lost items, call Customer Service or file a Lost & Found Report at service.scmttd.com.

- Items are held at the Customer Experience Center located at 603 Front St. in downtown Santa Cruz.
- Per METRO's Lost & Found Policy, only certain items are held, visit our website for a complete list.
- For lost bicycles, helmets, and bike locks, please contact Customer Service to verify whether it is within METRO's possession. These items will then be released directly by security personnel at the Customer Experience Center in Santa Cruz.
- The owner must be able to describe the item in full detail for property to be released.
- Legal photo ID is required for all claims.
- Operators and staff will not use bus radios to check on lost items.



The Youth Cruz Free pilot program allows K-12 students to ride METRO services for free throughout Santa Cruz County*. Just hop on a bus and let METRO take you to school, work, the beach, or to meet up with friends.

*Youth Cruz Free does not apply to Highway 17 Express service.

K-8 Students

Riders in 8th Grade and under may be asked by the driver to identify their grade level or the school they attend.

High School Students

Riders in Grades 9-12 will be asked to show ID to the driver. Riders without a Student ID can validate grade level by getting a special pass from their school or signing up for a free METRO Youth Cruz Free ID.

Students Without a Student ID

To obtain a METRO Youth Cruz Free ID, please visit one of METRO's Customer Service windows at the Watsonville or Santa Cruz Transit Centers. Be sure to bring a form of ID or proof of grade level.



20 One Ride at a Time

One Ride at a Time is a campaign that gives everyone in Santa Cruz County an opportunity to protect our extraordinary natural resources by simply riding the bus.

Our home, the Monterey Bay region, is the hottest hotspot for biodiversity in North America, according to a study conducted by The Nature Conservancy. Its dynamic confluence of land and sea creates unique ecosystems and supports iconic wildlife from secretive mountain lions to majestic blue whales.

Since January 2023, every ride on a METRO bus donates to our partners in protecting the environment, the [Monterey Bay National Marine Sanctuary Foundation](#) and [Bay of Life Fund](#).

Simply create an account with GO Santa Cruz County and log your rides. Every 25 rides equal a \$10 donation.

Learn More



About METRO 21

Santa Cruz Metropolitan Transit District (METRO)

Established in 1968, METRO'S mission is to provide environmentally sustainable transportation to Santa Cruz County. 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 at least 24 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:

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



22 Contact Us

On the Web

scmetro.org

Customer Call Center

(831) 425-8600 (Dial 711 for CRS Hearing & Speech Impaired Services)
Open 7 Days a Week

ParaCruz Customer Service

(831) 425-4664 Open Daily 8am - 5pm
To apply: (877) 232-7433
Open Monday - Friday, 8am -4pm

River Front Customer Experience Center

603 Front St., Santa Cruz
Open Monday - Friday, 8am - 5pm

Watsonville Transit Center

475 Rodriguez St., Watsonville
Open Monday - Friday, 8am - 5pm

Online Customer Service Report



**Join our
movement!**



**For more information,
visit scmetro.org.**