METRO is for Everyone

Accessibility Features

1. All METRO vehicles are accessible.
2. Priority seating is available for older adults and people with disabilities.
3. All METRO buses have “removable” capabilities, which permit the front entry door to be lowered to ease entry and exit.
4. If you have difficulty climbing stairs, ask the Bus Operator to “lower the bus” as you enter or exit the bus. (831) 425-8600.
5. All METRO buses are equipped with ramps or lifts, which will accommodate passengers who have difficulty climbing stairs, or who use mobility devices.
6. For passengers using mobility devices, there are reserved areas with accessible pathways to secure a safe ride.

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 physical, sensory, psychiatric, intellectual, or emotional disability).

Passengers with disabilities may be accompanied by 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 (scmtd.com/agency-info/administration/policies).

Life Support Equipment

Individuals required to use respirators, portable oxygen, and other life support equipment, are permitted to board the vehicle. However, if an individual requires hazardous materials transport, the owner must call the 911 emergency number.

Fixed Route Features

If the event of a passenger egress failure, the Bus Operator will notify the Dispatcher for Back-Up Service if another bus is available to the passenger’s destination and will not arrive within 30 minutes. The Bus Operator may provide lift service to the passenger.

Mobility Devices

METRO allows for all mobility devices to access our vehicles, regardless of size or weight, and will attempt to carry any wheelchair or mobility device that can be accommodated on METRO buses or ParaCruz vehicles.

Service Animal Accessibility

For passengers utilizing a scooter, the Bus Operator will suggest transferring to a passenger seat once the scooter is secured.

ParaCruz Service Area

ParaCruz provides service to any destination within the service area (excluding Amtrak stations), 7 Days a Week.

Eligibility

To qualify for this service, you must:

• Be a registered帕拉トランス rider.
• Use a personal care attendant, a friend, or family member.
• Have a doctor’s note or form that indicates the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or emotional disability.

Reservations

Rides must be reserved at least one-day in advance of the ride.

For more information regarding qualifying as a ParaCruz service user, please visit scmtd.com/metro-paracruz/general-info.

Paratransit Service Area

ParaCruz provides service to any destination within the service area (excluding Amtrak stations) that is within a fixed route bus service area. Call the Accessible Services Coordinator at (831) 423-3868 for more information.

Paratransit Training

For more information regarding the ParaCruz Service Training Program, please visit scmtd.com/metro-paracruz/training.

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Enter scmtd.com/stop/xxxx
Text “scm [Location ID] xxxx” to 468-311
Use Check on the SCHEDULE
NOTE: Not Real Time Information. If your bus has
search for any bus stop...