

Rider Information

- Driver will need to see your VA ID card
- Please be respectful of other riders and keep personal telephone calls to a minimum
- Luggage is NOT allowed on the shuttle (small backpacks are acceptable)
- Smoking, vaping, or chewing tobacco consumption is NOT allowed on the shuttle.
- Patients who behave in a threatening or inappropriate manner on the shuttle may be banned from using this service
- Do not stand or walk while the shuttle is in operation
- Music and other audible tone devices may only be used with headphones
- Spouses and Medical Escorts must be 18 years or older to ride the shuttle only if space is available (Must also have a valid photo ID)

For Lost and Found, please contact Volunteer Services (650) 493-5000, ext. 1-1-65800.

San Benito stops are by appointment only.

To schedule a pick-up, call (650) 333-7063

All arrival times are approximate and can be affected by traffic or weather.

Important Phone Numbers

Shuttle Information

(209) 588-2600, ext. 1-3-35292

OR ext. 1-2-22253

Pharmacy

(800) 311-2511

Patient Scheduling Unit

(855) 632-8262

Telephone Care Program

(800) 455-0057



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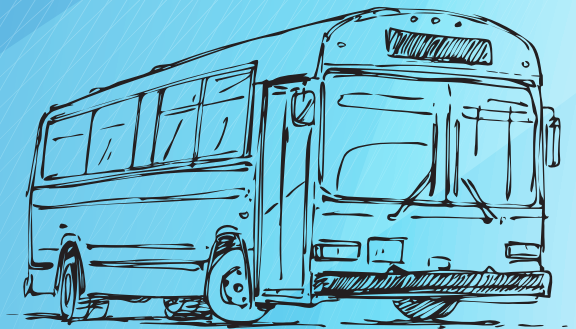
VA Palo Alto Health Care System

3801 Miranda Ave • Palo Alto, CA 94304
(650) 493-5000 • www.va.gov/palo-alto-health-care

Last Updated: January 2023

VA Palo Alto Health Care System

SHUTTLE SCHEDULE AND ROUTES FOR THE SOUTH BAY



VA



U.S. Department of Veterans Affairs
Veterans Health Administration
VA Palo Alto Health Care System

Monterey · Capitola · Santa Cruz · San Jose · San Benito · Palo Alto

Your Location	Shuttle #	Departure Time	San Benito*	Monterey	Capitola	Santa Cruz	San Jose	Palo Alto
San Benito (By Appt Only)*	G	07:20*	-	(08:15)	(09:00)	(09:20)	(10:20)	(11:00)
	G	17:45	-	-	-	-	-	(19:55)
Monterey	G	08:15	-	-	(09:00)	(09:20)	(10:20)	(11:00)
	G	17:00	(17:45)*	-	(18:35)	(18:55)	-	(19:55)
Capitola	G	09:00	-	-	-	(09:20)	(10:20)	(11:00)
	G	14:00	-	(14:50)	-	-	-	-
	G	16:10	-	(16:50)	(16:10)	-	-	-
	G	18:35	-	-	-	-	-	(19:55)
Santa Cruz	G	09:20	-	-	-	-	(10:20)	(11:00)
	G	13:35	-	(14:50)	(14:00)	-	-	-
	G	15:50	-	(16:50)	(16:10)	-	-	-
San Jose	G	10:20	-	-	-	-	-	(11:00)
	G	14:50	-	(16:50)	(16:10)	(15:50)	-	-
Palo Alto	G	14:00	-	(16:50)	(16:10)	(15:50)	(14:50)	-

Boarding Points	Front of Entrance
Monterey	201 9th Street, Marina, CA 93933
Capitola	1350 41st Street, Capitola, CA 95010 <i>Parking Lot</i>
Santa Cruz	Santa Cruz County Veterans Office 842 Front St, Santa Cruz, CA 95060
San Jose	5855 Silver Creek Valley PL, San Jose, CA 95138
San Benito	649 Sen Benito St., Hollister <i>By Appointment only</i> <i>To schedule a pick-up at the San Benito stop, call (650) 333-7063</i>
Palo Alto	3801 Miranda Avenue, Palo Alto, CA 94304 <i>Building 100, first covered shelter</i>

Notes
