iTNMontereyCounty™
Dignified transportation for seniors
125,000 RIDES & ROLLING STRONG

NorthLine

NorthLine Membership Pricing and Instructions

Effective October 1st 2026

Thank you for expressing interest in our NorthLine Project; a new service model focused on expanding our affiliate transportation service beyond the peninsula. NorthLine offers dignified transportation for any resident over the age of 60, veterans, or visually impaired adults living in the following rural communities: Aromas, Bolsa Knolls, Boronda, Castroville, Elkhorn, Las Lomas, Moss Landing, Oak Hills, Pajaro, Prunedale, and Royal Oaks.

NorthLine Rates: By distance	Monday – Friday (7:00 a.m. - 7:00 p.m.) Cost per 1 way by distance
0.5 – 8.0 miles (includes in town segments)	$10.00
8.1 – 15.0 miles	$20.00
15.01 – 25.0 miles	$40.00
25.1 – 35.0 miles	$60.00
35.1 + miles	$100.00
Cancellation charge (less than 2 hours prior)	$25.00
*No tipping is permitted.	

Setting up your Personal Account:

Each member opens a Personal Transportation Account with a minimum of $50 to cover costs of rides in advance. No money changes hands during your ride; using ValleyLine for transportation is more like riding with a friend than taking a taxi or a bus. We rely on volunteers who use their personal vehicles, filling in with paid drivers when trip needs cannot be covered by a volunteer.

Each month, you receive a mailed statement which reflects the cost of your rides deducted from your credit balance. You then add funds necessary to cover future rides along with remaining amount due to replenish your transportation account. For example, if you take two rides (1 round trip) traveling 12 miles the cost would be $40.00, payment of $40 is needed to keep your credit balance at $50.00.

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Planning Your Rides

Trip requests given by 12:00 p.m. the business day before services:

NorthLine is committed to honoring rides scheduled in advance. Rides scheduled after 12:00 p.m. cannot be guaranteed.

To ensure all rides are scheduled, we will call the business day prior to confirm rides. If you are anticipating a ride and you do not hear from us by 12:00 p.m. the business day prior, please contact us immediately.

Segmented Trips:

If you need to complete in town errands, we can have a driver wait for up to 20 minutes. Trips must be less than 8.0 miles and a maximum of 2 stops can be scheduled.

Same day notice:

We understand that you may not always be able to plan your trips one day in advance. We will try to accommodate same day requests as much as possible. You may experience a delay and the fare is higher.

To cancel a ride:

Please try to give at least one day notice when canceling a ride. There is a $25.00 charge if you do not cancel at least two full hours prior to your scheduled ride, or if the driver is already in route to pick you up.