

A Note from the CEO

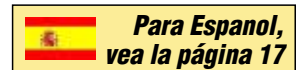
After two years of financial struggles, things are starting to look up at ***Santa Cruz METRO***.

We recently had a very positive announcement for public transit funding. The State of California has adopted legislation increasing fuel taxes which will provide ***Santa Cruz METRO*** with over \$2 million annually. ***METRO*** anticipates using this funding to acquire replacement buses and paratransit vans and to help sustain both fixed-route and paratransit services.



Alex Clifford,
CEO of Santa Cruz METRO

With the addition of the funding from the State noted above and the passage of the Santa Cruz County Transportation Sales Tax (***Measure D***), ***METRO*** will endeavor to upgrade our bus and paratransit vehicle fleet, as they are currently well beyond their useful lives and are costing ***METRO*** extra maintenance costs to keep on the road. ***METRO*** currently needs to replace 61 of its 98 buses and 8 of the 43 paratransit vehicles. Following this effort to stabilize our fleet, we hope to start addressing some of the identified needs for service improvements.



METRO is also working to improve the state of our many facilities around the County. In addition to the recent opening of our new ***Judy K Souza Operations Facility, Watsonville Transit Center*** has been undergoing improvements, including opening of a ***Customer Service Information Booth***, new paint job, and lighting. **See page 2 for details.**

I'd also like to direct you to **page 3** which explains how to use our ***Schedule by Stop*** text message and web browser service. All ***METRO*** bus stop signs now feature a unique ***Bus Stop ID*** for use with your mobile phone to access today's schedule at that specific stop. No more guessing between timetable columns. Use it any time of day, on weekdays, weekends and holidays. Use it to check for the last trip of the day, or to find the nearest bus stop.

It has now been nine months since ***Santa Cruz METRO*** has had to reduce its service due to funding limitations. Although we continue to make minor modifications to trip times of various routes in response to growing congestion, and minor changes to departure and arrival times, we have hopefully settled on a bus network that meets the majority of the public needs. Please continue to provide us with feedback on how we are doing and what service modifications would be most beneficial to consider in the future by using our ***Customer Service Report***. Go to our website at <http://scmtd.com>, and choose ***Customer Service*** at the top of the page.

Finally, since the September 2016 service reduction, ***METRO*** has had intermittent difficulty providing all of our scheduled service due to occasional operator shortages. ***METRO*** will graduate a new class of operators this month to help us meet our scheduled service commitments. Another operator class is currently being recruited this fall to further enhance our operator staffing to ensure all services are delivered. Thanks to ***Measure D***, we have also included in our FY18/19 budget funding to hire four additional bus operators to help ensure we deliver the service we promise.

Thanks again for your patience, support, and ridership.

Alex Clifford, CEO of ***Santa Cruz METRO***