

*Santa Cruz Metropolitan  
Transit District*



April 22, 2019

Dear Santa Cruz METRO customers:

Please accept my apology for any recent inconvenience due to service disruptions you may have experienced.

Similar to the letter I wrote you back in 2016, I am writing you again to explain the cause of recent service disruptions, and to communicate why we may experience additional intermittent disruptions over the next several few months. Regrettably, METRO is again experiencing bus operator staffing shortages, and that combined with an unusual intermittent number of call-offs (sick and protected leaves), have resulted in several service trip cancellations over the past few weeks. The unfortunate result of trip cancellations is that we have inconvenienced our customers by having them wait longer than usual for the next bus to arrive.

METRO takes serious our commitment to provide customers on-time and dependable service. We understand that when you choose METRO, you are entrusting us to get you to work and to your doctor's appointment on-time. We empathize with the inconvenience of you having to wait longer at a bus stop when the service is disrupted.

METRO has initiated the recruitment of twelve bus operators. Because of our commitment to excellent customer service, the recruitment process takes about three months, and once recruited, the training takes about another three months. In the interim, our staff will continue to make every effort possible to get the service out on-time and to encourage our bus operators to consider helping bridge any gaps in coverage by accepting overtime.

If you have not signed up for our service alerts, please consider doing so. Whenever we have a service disruption, we will provide notice to our customers via text or email alerts.

Sign up at: <https://www.scmtd.com/en/riders-guide/stay-connected/subscriber-alerts>

Thank you for being a loyal METRO rider and for understanding our circumstances. Please accept my apology for the service disruptions. We will continue to try and manage such disruptions to a minimum.

Sincerely,

Alex Clifford, CEO  
Santa Cruz Metropolitan Transit District