

August 9, 2016

*Santa Cruz Metropolitan
Transit District*



Dear Santa Cruz METRO Customers:

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

I am writing you to explain the cause of recent service disruptions, and to help you understand why we may experience intermittent disruptions between now and September 8, 2016.

Regrettably, METRO has been short of bus operators twice now over the past month, which resulted in service disruptions because we had to cancel some trips.

As you are hopefully aware, METRO recently completed an extensive public process that resulted in about a 10% service reduction. Unfortunately, we had to reduce service in order to balance the budget. However, the service reduction does not take place until September 8th.

In an effort to minimize bus operator layoffs, and to avoid hiring bus operators, only to lay them off less than a year later, we have been holding vacant positions unfilled for about the past year. Additionally, and again to avoid layoffs, we recently offered a retirement incentive which resulted in a number of bus operators choosing to retire prior to the upcoming service reduction in September. The cumulative effect of these two initiatives has resulted in several bus operator vacancies.

For most of the past year, this strategy has not directly impacted our customers as we have been using overtime to cover the vacant assignments. However, as the September service reductions approach, we are experiencing intermittent days in which we do not have enough bus operators to cover all of the scheduled service. As of September 8th, when the reduced level of service will be implemented, the number of METRO bus operators will be in line with the amount of service being provided, thereby eliminating the service disruptions that result from our current shortage in bus operators.

I hope this explanation will help you understand our short-term challenge. I acknowledge that a service disruption can impact your ability to get to work or to a doctor's appointment on time and I respect the frustration you must feel when this happens to you. Between now and September 8th we will work diligently to cover all the service possible. Our bus operators have been extremely loyal to METRO by taking on as much of the overtime as they can handle. I am confident they will continue to do so between now and September 8th.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Alex Clifford", is written over a blue horizontal line that extends across the width of the signature area.

Alex Clifford, CEO

*110 Vernon Street, Santa Cruz, CA 95060 (831) 426-6080, FAX (831) 426-6117
METRO online at <http://www.scmttd.com>*