

A Note from the CEO

As you may know **Santa Cruz METRO** is going through difficult financial times and has been working to address a fiscal structural deficit in our budget over the last couple of years, meaning that our expenses are greater than our revenues.

We are doing the best we can to provide as much service as possible for our riders while making sure that we can continue to sustain a viable service in the long term.

Santa Cruz METRO has just completed a modification/restructuring of the entire network of fixed-route bus service, reducing the amount of service by approximately 10%. Although we are disappointed that we had to reduce service, this outcome is much better than the projected 30% reduction being considered only a year ago. Through the generous financial support of **UCSC, Cabrillo College** and our own **METRO** employees, **METRO** is able to continue providing a service which should get people from most residential areas to the major destinations throughout the County, including jobs, school, medical appointments, and social services.



Santa Cruz METRO thanks you, our riders, for your help and patience during this difficult process. Your participation and input during the public outreach process provided lots of good ideas which have been incorporated into the new service plan. In some cases buses will run less frequently, and possibly not as early or late as they do today. Some routes have been realigned in an attempt to provide service to the widest possible areas. There are a few places which will no longer be served as there was not much usage in those areas.

Now we are moving forward and we look to serving your travel needs as well as we can. We will continue to monitor the system and look for financial efficiencies and funding that will allow us to grow our service again. To more deeply understand our financial status, please read the article linked on the homepage of our website, under **CEO Communications: Why did METRO Reduce Service?** describing the structural deficit, its causes and impacts.

In addition to providing service, **Santa Cruz METRO** also needs to take care of its vehicles and facilities. On this, we are very happy to announce that we have just been awarded funding by both the state and federal governments to acquire **four new electric zero-emissions buses** which should go into service in the next year or two, and are very much needed.

Please visit our website (scmttd.com) to help yourself and help Santa Cruz METRO.

Learn how the Fall Service Changes affect the routes you ride:

- Read the **News Bulletins** and follow the links to the route schedules and system map
- Learn how to **Stay Connected (scmttd.com/connect)** via email, web, and text message
 - Learn how to use **Schedule By Stop** to **see today's schedule at ANY Bus Stop and departures at Transit Center Lanes** via our website or 2-way text message
 - Subscribe to **Route Alerts** and agency announcements via email or text message

Help Santa Cruz METRO

- Submit your comments to **Customer Service** on the **Fall Service Changes** so we may we continue to improve our service
- Find information about the recent service restructuring process posted at **scmetroforward.com**
- Stay aware of the state of **Santa Cruz METRO** and of opportunities to support public transit in **Santa Cruz County**
- Participate in ongoing outreach and other public processes and events

Thank you again for your use of and interest in **Santa Cruz METRO**. With your help we will continue to provide the best public transit service we can within our financial capacity.