



SERVICE ALERT

Updated: March 17, 2020

Dear Santa Cruz METRO Customers:

Transportation is an essential community service. As you know, METRO strives to deliver 100% of the service we post in our timetables. However, during this period of “Local Emergency over Coronavirus,” we may not be able to achieve our 100% goal because of circumstances outside our control.

Why are we warning you about potential service cancellations?

First, we have encouraged all employees to stay home if they do not feel well. Our hypersensitivity to this topic may result in a driver or bus shortage. Second, all schools in Santa Cruz County will be closed at least from March 16 – 20. The result of this might be that some number of our employees will have childcare challenges and may not be able to come to work. Third, on March 15th Governor Newsom issued new COVID-19 guidance, which included calling for home isolation for all seniors, anyone 65 years of age and older, and those with chronic conditions. Some of METRO’s employees who are 65 and older may choose to listen to this guidance. Finally, on March 16th the County issued a “Shelter in Place” order effective March 17th – April 7th. METRO is classified as an “essential service” and therefore is exempt from this order. However, this order may result in some number of employees self-determining that they do not want to come to work.

The result of these challenges may be a shortage of drivers and other essential employees, resulting in METRO having to cancel some service on some routes. Should that happen, we will do the best we can to alert our customers via text and email alerts of the routes that will be affected. In some cases, we may be able to alert you the night before.

How can you help?

- Avoid riding the METRO if you are sick
- Reduce your use of METRO to essential trips only – for example – Doctor’s appointments and work
- While onboard a bus, to the greatest extent possible, please observe “social distancing” (at least 6’ between people)
- Do not stand near the bus operator
- Consider adjusting your trips to the off-peak
- Be courteous to other riders and the bus operator by following the CDC COVID-19 Prevention tips posted on the buses
- On March 10, 2020, the California Department of Public Health stated in part, that high-risk individuals should “Avoid crowds, mass gatherings or large events, and public transit, and stay home as much as possible.”

Transit Centers

The METRO Pacific Station Transit Center [lobby](#) and Watsonville Transit Center [lobby](#) will be closed from 6pm March 17th through at least April 6th, and tentatively reopen on April 7th. Bus operations at both facilities are expected to continue as normal.

School Term Service

School Term Service (ST) may be dropped starting as soon as March 17th.

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html>

<https://www.cdph.ca.gov/>

<http://santacruzhealth.org/>

Alex Clifford, CEO

Santa Cruz Metropolitan Transit District