

July 1, 2019 **UPDATE**

Dear Santa Cruz METRO Customers,

As of this morning, normal operations have resumed and we are no longer experiencing intermittent impacts.

We advise all customers to contact Customer Service, or sign up for Service Alerts by visiting the Rider's Guide section of the website and selecting "Stay Connected" to confirm their trips are still expected to operate.

We apologize for any impacts our customers may have experienced and we hope to avoid further disruptions as we work towards a new negotiated agreement with our labor unions.

Sincerely,
The Santa Cruz METRO Team

June 29, 2019

Dear Santa Cruz METRO Customers,

It is always our goal to provide you with great service and right now, we are not meeting that goal.

For some time now, Santa Cruz METRO has been in contract negotiations with its fixed-route bus union SMART. In an effort to push talks toward their desired outcome while they are still underway, SMART's lead negotiators began encouraging their members not to accept overtime starting Friday, June 28.

This action has caused intermittent elimination of services on some routes.

Please continue to monitor alerts, or go to <https://www.scmttd.com/en/riders-guide/stay-connected/subscriber-alerts> to sign up and receive information, regarding the status of your service. If the fixed-route bus union's action goes on, we will evaluate service levels and may provide a modified route schedule going forward.

Santa Cruz METRO believes that we should stay at the table and avoid negotiating in public. We hope our employees will continue to trust in their bargaining team and allow negotiations to continue in good faith.

We apologize for this inconvenience. We hope you continue to trust Santa Cruz METRO with your travel needs.

Customers may also contact Customer Service at (831) 425-8600 or by emailing customerservice@scmttd.com.

Sincerely,
The Santa Cruz METRO Team