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### **Santa Cruz METRO Responds to Coronavirus Concerns**

Santa Cruz, CA, March 9, 2020 – Santa Cruz METRO is closing its Pacific Station lobby area for a deep cleaning on Monday, March 9, out of an abundance of caution to ensure a safe and healthy working and traveling environment for our customers and employees. Buses will operate on their normal schedule at the facility; however, the restrooms, information booth, and ticket vending machines will not be available. METRO expects to reopen the facility as normal on Tuesday.

“Public transportation provides critical lifeline service for customers who rely on it to get to doctor’s appointments, work, and school or to run their errands. It is our goal to ensure that both our employees remain healthy to stay on the job and that the METRO environment is safe for the traveling public,” said Alex Clifford, Chief Executive Officer, Santa Cruz METRO.

To preserve a clean and healthy METRO environment, to the greatest extent possible, METRO is increasing the cleaning of “high touch” common areas and focusing on places that are most likely to be touched or interacted with while traveling on our system.

METRO’s buses and paratransit vehicles (ParaCruz) regularly receive a normal cleaning of key areas, like handrails, stanchions and hand straps. METRO has also recently augmented normal cleaning by using a disinfectant product on buses and paratransit vehicles when they are cleaned. Going forward, we will continue to explore other potential products and efficient methods of application.

METRO has also increased the number of cleanings at facilities open to the public, such as restrooms at Transit Centers and at Customer Information Booths. Those areas are typically cleaned every 8 hours, but for now, and into the indefinite future, METRO will be disinfecting various “high touch” surfaces up to once every 2 hours, based on staffing availability.

Public transportation is a labor intensive service. If employees are too sick to drive, buses cannot operate. Therefore, we are making every effort to keep our workforce healthy. Currently we are making disinfecting wipes, hand sanitizer, and additional cleaning products available to employees. We continue to source additional health and safety products like latex gloves and facemasks for employees to use as needed. Like many other organizations, due to the high demand of these products, we are struggling to find suppliers that can meet our needs. We are also working with our state and federal partners to get access to these resources.

In the next week, METRO will launch CDC COVID-19 prevention tips, in English and Spanish, at various locations in which we interface with our customers, including on the buses and our customer service booths.

Finally, METRO is regularly monitoring government websites and reputable sources for COVID-19 prevention information, that include the Centers For Disease Control and Prevention (CDC), The World Health Organization, the United States Department of Health and Human Services, the Food and Drug Administration (FDA), the United States Department of Labor – Occupational Safety and Health Administration, the United States Environmental Protection Agency (EPA), the Federal Transit Administration (FTA), the County of Santa Cruz Health Services Agency, the California Department of Public Health, the California Transit Association and the American Public Transportation Agency (APTA). We have also participated in various COVID-19 webinars that have been made available to date.

### **About Santa Cruz Metropolitan Transit District**

Established in 1968, Santa Cruz METRO provides fixed route and Highway 17 commuter service throughout Santa Cruz County, with limited service connecting to Monterey Salinas Transit at our Watsonville Transit Center and Santa Clara County, transporting more than 5 million passenger trips a year. METRO also operates Paracruz paratransit service to Santa Cruz County service, providing about 72,000 trips per year. METRO's operating budget in FY19 is \$52 million and is funded through a combination of farebox revenues, sales tax and state and federal sources. Today it operates a fleet of 98 buses on 26 fixed routes. For more information, visit [www.scmtd.com](http://www.scmtd.com)