



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)  
BOARD OF DIRECTORS MEETING MINUTES\*  
JANUARY 22, 2021 – 9:00AM  
MEETING HELD VIA TELECONFERENCE**

A regular meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO) convened on Friday, January 22, 2021, via teleconference.

The Board Meeting Agenda Packet can be found online at [www.SCMTD.com](http://www.SCMTD.com). \*Minutes are “summary” minutes, not verbatim minutes. Audio recordings of Board meeting open sessions are available to the public upon request.

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- 1 **CALL TO ORDER** at 9:05AM by Board Chair Rotkin.
- 2 **SWEAR IN NEW DIRECTORS: CEO Clifford swore in new and returning Directors Dutra, Henderson, Kalantari-Johnson, Koenig, Petersen, Northcutt and McPherson**
- 3 **ROLL CALL:** The following Directors were **present** via teleconference, representing a quorum:

<b>Director Jimmy Dutra</b>	<b>City of Watsonville</b>
<b>Director Aurelio Gonzalez</b>	<b>City of Watsonville</b>
<b>Director Shebreh Kalantari-Johnson</b>	<b>City of Santa Cruz</b>
<b>Director Manu Koenig</b>	<b>County of Santa Cruz</b>
<b>Director Donna Lind</b>	<b>City of Scotts Valley</b>
<b>Director Bruce McPherson</b>	<b>County of Santa Cruz</b>
<b>Director Donna Meyers</b>	<b>City of Santa Cruz</b>
Director Larry Pageler	County of Santa Cruz
<b>Director Kristen Petersen</b>	<b>City of Capitola</b>
<b>Director Dan Rothwell</b>	<b>County of Santa Cruz</b>
<b>Director Mike Rotkin</b>	<b>County of Santa Cruz</b>
<b>Ex-Officio Director Dan Henderson</b>	<b>UC Santa Cruz</b>
<b>Ex-Officio Director Alta Northcutt</b>	<b>Cabrillo College</b>

Additional METRO staff:  
Alex Clifford  
Julie Sherman

CEO/General Manager  
General Counsel

**4 ANNOUNCEMENTS**

Chair Rotkin thanked outgoing Directors Bottorff, Coffman-Gomez and Mathews saying they performed admirably during a very trying period for METRO. Other Board members added accolades, noting their knowledge and contributions will be missed by the Board, at METRO and in the community.

Director Mathews said she enjoyed serving during her short tenure. Her fellow Board members represented his/her respective constituency well. Director Coffman-Gomez said management and staff were very resourceful and professional throughout her tenure. Their ability to work collectively and

collaboratively was greatly appreciated. In Director Bottorff's six years on the Board, which started with the fiscal cliff and ended with the pandemic, they managed to accomplish a lot. He thanked the union reps, METRO management and staff.

Chair Rotkin announced that today's meeting will be broadcast by Community Television of Santa Cruz County.

**5 APPROVE BOARD OFFICERS & COMMITTEE ASSIGNMENTS**

Chair Rotkin introduced his 2021 Officer and Committee slate as presented in pages 5C.1 – 5C.8, and welcomed additional input from the board members. The listed Santa Cruz County Regional Transportation Commission (SCCRTC) appointments were suggested to provide equal representation throughout the county. The Santa Cruz Civic Improvement Corporation (SCCIC) is in place to permit the issuance of a bond in the event it is ever required and meets once a year as part of a regularly scheduled Board meeting.

**ACTION: MOTION TO APPROVE THE ENTIRE REPORT AS PRESENTED**

**MOTION: DIRECTOR MEYERS**

**SECOND: DIRECTOR ROTKIN**

**MOTION PASSED WITH 10 AYES (Directors Dutra, Gonzalez, Koenig, Lind, Mathews, McPherson, Meyers, Petersen, Rothwell and Rotkin) Director Pageler was not present.**

**6 ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD**

Brian Peoples, TrailNow, stated he was a big advocate of METRO and local transit. welcomed the new Board members and provided a bit of information and history with Measure D, etc. for their benefit.

Having nothing further, Chair Rotkin moved to the next agenda item.

**7 LABOR ORGANIZATION COMMUNICATIONS**

James Sandoval, SMART 0023 Chairperson representing Fixed Route and ParaCruz drivers, stated that he looks forward to meeting with the new Board members. Referencing the email attached, he requested the Board address an issue with the General Manager who he feels is acting in a disrespectful and unprofessional manner that has been making the relationship between the unions and METRO difficult. Drivers are the face of METRO.

Joan Jeffries, SEIU SEA Chapter President, welcomed new and returning Board members. Effective February 1, 2021, METRO office staff are scheduled to return to work onsite only; no remote work will be allowed. She asked the Board consider the staff request to continue allowing METRO's office staff to work a split schedule, alternating in-office vs out-of-office through the end of the school year. This request is based on the current ICU capacity (which is below 15%) and the current stay at home order.

Unsuccessful attempts were made to hear Michael Rios. Chair Rotkin noted his comments would be accepted if he would like to submit them via email for distribution to the Board.

Having nothing further, Chair Rotkin moved to the next agenda item.

**8 WRITTEN COMMUNICATIONS FROM THE METRO ADVISORY COMMITTEE (MAC)**

Having none, Chair Rotkin moved to the next agenda item.

**9 ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS**

General Counsel Sherman will provide a copy of her confidential memo recounting the services provided and the costs of Hanson Bridgett to new Board members.

Having nothing further, Chair Rotkin moved to the next agenda item.

## CONSENT AGENDA

- 10-1 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTHS OF NOVEMBER AND DECEMBER 2020
- 10-2 ACCEPT AND FILE: MINUTES OF THE NOVEMBER 20, 2020 BOARD OF DIRECTORS MEETING, THE JANUARY 8, 2021 CAPITAL PROJECTS STANDING COMMITTEE MEETING AND THE JANUARY 8, 2021 FINANCE, BUDGET & AUDIT STANDING COMMITTEE MEETING
- 10-3 ACCEPT AND FILE: THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF NOVEMBER 30, 2020
- 10-4 ACCEPT AND FILE: ACCEPTANCE OF FINANCIAL STATEMENTS WITH INDEPENDENT AUDITOR'S REPORT FOR THE YEAR ENDED JUNE 30, 2020
- 10-5 APPROVE: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION
- 10-6 ACCEPT AND FILE: INTERLINE AGREEMENT BETWEEN GREYHOUND LINES, INC. AND SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
- 10-7 ACCEPT AND FILE: SEMI-ANNUAL REPORT ON THE STATUS OF METRO'S DISADVANTAGED BUSINESS ENTERPRISE PROGRAM
- 10-8 APPROVE: CONSIDERATION OF AUTHORIZING THE CEO/GENERAL MANAGER TO ASSIGN A NEW DISADVANTAGED BUSINESS ENTERPRISE LIAISON OFFICER (DBELO) FOR THE SANTA CRUZ METRO DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM
- 10-9 APPROVE: CONSIDERATION OF APPOINTING THE CHIEF OPERATIONS OFFICER AS DESIGNATED ALTERNATE TO THE CALIFORNIA TRANSIT INDEMNITY POOL (CAL TIP) BOARD OF DIRECTORS
- 10-10 ACCEPT AND FILE: QUARTERLY PROCUREMENT REPORT FOR 3<sup>RD</sup> QUARTER OF FY21
- 10-11 APPROVE: ACCESS CONTROL SYSTEM AT METRO MAINTENANCE FACILITY
- 10-12 APPROVE: CONSIDERATION OF AWARD OF CONTRACT TO CLASSIC GRAPHICS FOR BUS STOP IMPROVEMENTS
- 10-13 APPROVE: RECOMMENDED ACTION ON TORT CLAIMS

### **ACTION: MOTION TO APPROVE THE CONSENT AGENDA AS PRESENTED**

**MOTION: DIRECTOR LIND**

**SECOND: DIRECTOR McPHERSON**

**MOTION PASSED WITH 10 AYES (Directors Dutra, Gonzalez, Koenig, Lind, Mathews, McPherson, Meyers, Petersen, Rothwell and Rotkin)** Director Pageler was not present.

## REGULAR AGENDA

- 11 **PRESENTATION OF EMPLOYEE LONGEVITY AWARDS: EILEEN WAGLEY, 20 YEARS:**  
Board Chair Rotkin read a short bio, explained a bit about the job position, it's importance to METRO and the community and thanked Ms. Wagley in absentia.

There was no public comment.

**12 RETIREE RESOLUTIONS OF APPRECIATION: CIRO AGUIRRE, ANGELA AITKEN, GEORGE CAWALING, PATRICIA CUMMINGS, JOHN DAUGHERTY AND BRIAN McHALE**

Board Chair Rotkin read short bios and thanked the recipients.

Director Lind added we are losing dedicated employees with a lot of METRO history. It will be difficult to fill their shoes.

John Daugherty, retiring as METRO's Accessible Services Coordinator, shared some stories of his experiences with METRO and the community and thanked his colleagues at METRO for their encouragement and support.

Ciro Aguirre, retiring as COO, thanked the Board and past/present colleagues for their support, and rewarding career at METRO. Everyone he met and worked with had an impact on his life.

**ACTION: MOTION TO APPROVE THE RESOLUTIONS AS RESENTED**

**MOTION: DIRECTOR LIND**

**SECOND: DIRECTOR MEYERS**

**MOTION PASSED WITH 10 AYES (Directors Dutra, Gonzalez, Koenig, Lind, Mathews, McPherson, Meyers, Petersen, Rothwell and Rotkin) Director Pageler was not present**

**13 CEO ORAL REPORT**

CEO Clifford announced the following new hires and promotions:

- Juan Lupe, Upholsterer I
- Cathy Downes, Sr. Financial Analyst
- Robert Guzman, Vehicle Service Worker 1
- Alejandro Rondariz, Custodial Service Worker 1
- Rina Solorio was promoted to METRO's first Customer Service Manager position

He went on to provide updates from the Biden-Harris administration, funding status and hopes for transit. He and various transit organizations continue to lobby various representatives for their support.

Public comment.

Mr. Peoples requested METRO's SCCRTC representatives think local and work as a team to obtain additional METRO funding.

**14 COVID-19 TRANSIT FISCAL CRISIS ORAL REPORT**

CEO Clifford spoke to the presentation.

Director Rothwell asked how it was determined that no exposure to COVID had occurred through the workplace. CEO Clifford pointed to the County's website, which breaks down the known cases and the contract tracing undertaken by METRO.

In response to Director Dutra's questions and request for individual conversation, CEO Clifford responded the majority of the 23 agency-wide cases are from one department located at the JKS facility. We are now conducting mandatory testing onsite using the CDC and FTA approved self-test kits. We have quarantined those who tested positive, often found to be asymptomatic. The remote working option has been extended through next week, with a February 1, 2021 return to work date based on scrutiny of the seven-day infection average.

Public comment.

Mr. Sandoval said the majority of positives have been Operators who work on the front lines. He believes we really do not know the source.

**15 UPDATE ON LAUNCH OF CRUZ ON-DEMAND MICROTRANSIT SERVICE**

John Urgo, Planning and Development Director, spoke briefly regarding the update. From his experience, this can be popular with the public and fill any gaps in the Fixed Route system.

CEO Clifford referred the assembly to page 15.3 in the agenda packet that explains the service areas. METRO sees this as an option to offer additional service. The program reflects our collaborative efforts to move towards a win for both METRO and the Operators.

Chair Rotkin provided some METRO history implementing a fully accessible system. It is very expensive to operate our paratransit service.. This is a model program. We need to keep our commitments to the program. We need some outside funding to continue providing this service to the community. The trend indicates a potential to reduce our fixed route service to fund the paratransit service

Public comment:

Nate Abrego, SMART 0023 Senior Vice Chair Person at ParaCruz and Operator for 12 years, welcomed new Board members. They agree with the idea of a pilot program. A copy of the agreement the union would like management to sign was provided to the Board via email. Their concerns are not with the MOU article language, but with the potential impact to the employees. To date, the CEO refuses to sign the proposed agreement.

James Sandoval read portions of the MOU contract language contained in the email sent to the Board prior to this morning's meeting. He added that some previously cut services will be replaced by microtransit. The Union has agreed to this one-year pilot project even though they disagree as to the effect on Fixed Route service and one that goes against the concept of mass public transportation. Union believes management is operating in bad faith and asks for good faith bargaining support from the Board.

After discussion among legal counsel and the Board, the decision was made to agendize this subject for a closed session at the February 26 meeting.

Chair Rotkin stressed the importance of keeping our employees employed through imaginative scheduling. The desire to protect against layoffs is sincere. It would be a mistake to assume we cannot find ourselves against a fiscal cliff in the future. We want to protect our reserves.

The exclusion of UCSC from the pilot program was discussed. Mr. Urgo said one of the key factors was that 60% of METRO's operational resources are already geared to UCSC, with seven or eight minute service runs. The probability of UCSC students overwhelming the service is very real based on their large population. We tried to look at markets and distance to keep the zones to short trips (approximately three miles across). We will adjust the program as it operates.

Director Northcutt reminded the assembly that Cabrillo students are voting in May regarding the renewal of the contract. It is wise to explore other options to continue providing the best services to serve our community.

Danielle Glagola, Marketing, Communications and Customer Service Director, will update METRO's website to market new programs and will keep the Board informed on such efforts.

The Board took no action on this item.

**11:01 Director Meyers departed**

**11:18 Director Henderson departed**

**16 ORAL PACIFIC STATION UPDATE**

John Urgo, Planning and Development Director, provided a brief oral update on the grant application process and multiple meetings with the City of Santa Cruz.

**17 ORAL PARACRUZ UPDATE**

Daniel Zaragoza, Operations Manager, Paratransit Division, provided an oral update to the assembly.

Chair Rotkin suggested METRO gather support letters from the community to submit with the grant application.

**18 ANNOUNCEMENT OF NEXT MEETING: FEBRUARY 26, 2021**

Chair Rotkin announced the next meeting on February 26, 2021 and reminded the assembly to check the SCMTD website for venue updates, as we remain dependent upon the public health orders in place at the time.

**19 ADJOURNMENT**

Chair Rotkin adjourned the meeting at 11:35AM

Respectfully submitted,

Gina Pye  
Executive Assistant

# Attachment A

**From:** [James Sandoval](#)  
**To:** [boardinquiries@scmtd.com](mailto:boardinquiries@scmtd.com)  
**Cc:** [Aurelio Gonzaelez](#); [Bruce Mcpherson](#); [Cynthia Mathews](#); [Dan Rothwell](#); [Donna Lind](#); [Donna Meyers](#); [Ed Botorff](#); [John Leopold](#); [Larry Pageler](#); [Mike Rotkin](#); [Trina Coffman-Gomez](#)  
**Subject:** Item 15 from the regular agenda "UPDATE ON LAUNCH OF CRUZ ON-DEMAND MICROTRANSIT SERVICE"  
**Date:** Friday, January 22, 2021 8:09:53 AM  
**Attachments:** [image003.png](#)  
[Metro's publication for Microtransit.pdf](#)  
[Microtransit Agreement.docx](#)

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Hello All,

Please refer to the attachments. This is the agreement we sent Metro's General Manager and we will be speaking during the Board of Directors meeting to further clarify what the situation is.

Relevant contract language in the Paracruz MOU article 9.06:

*"If new technologies such as automated vehicles and micro-transit vehicles operating as part of METRO's service is considered for implementation, METRO agrees to meet and bargain with SMART over that implementation and the effect of that implementation..."*

*"METRO taxi-type equipment or paratransit equipment shall not be used in fixed route service. The use of METRO equipment operated by METRO shall not result in the replacement of fixed route service of Santa Cruz Metropolitan Transit District with dial-a-ride or demand response service for the general public."*

I hope all is well,

**James Sandoval**

Organizer, General Chairperson

Sheet Metal Air Rail Transportation (SMART) Local 0023

8312470400



Virus-free. [www.avast.com](http://www.avast.com)

# Attachment A

## Agreement for the Microtransit Pilot Program

### Between

### Santa Cruz Metropolitan Transit District & S.M.A.R.T Local 0023

The intention of implementing a Microtransit pilot program at this time is to create work and improve the level of service Metro provides during these uncertain times. Based on the negotiation meetings between Santa Cruz Metropolitan Transit District and SMART Local 0023 in regard to the implementation of Microtransit utilizing the ParaCruz Operators, the following items have been discussed and agreed upon and will not interfere with any of management's rights:

- 1) The pilot project will be running up to one year from the date of implementation; if the Microtransit pilot project continues after the one-year pilot period, both parties will meet to negotiate the continuation of the service.
- 2) The Microtransit pilot program will be renegotiated if the following conditions occur:
  - a) ADA Paratransit ridership reaches 275 rides or more per day.
  - b) Metro lays off any member within the representation of SMART Local 0023 during the Microtransit pilot project.

This temporary agreement is in compliance with article 9.03 in the Fixed Route Contract and 9.06 in the ParaCruz contract.

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Santa Cruz Metropolitan Transit District

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S.M.A.R.T Local 0023



# Attachment A

## Cruz On-Demand

### Overview

Santa Cruz METRO is introducing a new transit service throughout Santa Cruz County that lets you book trips on-demand rather than wait at a bus stop.

Whether running a neighborhood errand or connecting to the nearest transit center for longer journeys, a Cruz On-Demand vehicle will come to you when you schedule it for service to any address within one of seven zones. Service areas include Santa Cruz Westside, Santa Cruz Eastside, Live Oak-Capitola-Soquel, Aptos-Rio Del Mar-La Selva Beach, Watsonville West, Watsonville East, and Scotts Valley-Felton.

Reserve your trip through the Ecolane app or by calling (831) 425-4664. Fares are \$4.00 for a one-way ride and can be paid for in the METRO Splash Pass app or with cash onboard.

Cruz On-Demand is a shared ride experience on smaller vans operated by METRO's trained ParaCruz operators.

### How to Ride

**Schedule a ride.** Download the Ecolane app on your mobile device or call METRO ParaCruz customer service at (831) 425-4664. Your pick-up and drop-off locations can be any address within one of the service zones. The scheduler will display the next available pick up time. You can also schedule a trip for later in the day.

**Get ready to ride.** Be ready to board the Cruz On-Demand vehicle at any time during the Ready Window. The Ready Window begins ten minutes before your scheduled pick-up time. You can track your ride in real time in the Ecolane app. When your vehicle arrives, meet your driver outside within 2 minutes.

**Ride!** Pay for your ride with the METRO Splash Pass App or with cash on board (exact change required). Like METRO's fixed route bus service, Cruz On-Demand is a shared-ride service. Expect stops along the way to pick up and drop off other customers before reaching your destination.

### Service Area/Zones

1. **Santa Cruz West** - The Santa Cruz West zone extends from Ocean Street to Western Drive, and from West Cliff to  $\frac{3}{4}$  of a mile north of High Street and to the Harvey West Park area. Please note that this zone does NOT include the UCSC campus or the Seymour Marine Discovery Center. The transfer point for the Santa Cruz West zone is Pacific Station, with additional transfer opportunities to routes 3, 4, 10, 15, 16, 19, 20, 20D, 22, 35, 35A, 40, 41, 42, 69A, 69W and 71 at various bus stops within the zone.
2. **Santa Cruz East** - The Santa Cruz East zone extends from Chestnut Street to the Santa Cruz Harbor, and from Seabright to the border of DeLaveaga Park. The transfer point for the Santa Cruz East zone is Pacific Station. There are additional transfer opportunities to routes 66, 68, 69A, 69W, 71 and 91X at various bus stops within the zone.

# Attachment A

3. **Live Oak/Capitola/Soquel-** The Live Oak/Capitola/Soquel zone extends from the Santa Cruz Harbor and Harbor High School to Capitola and Cabrillo College, and from the coast to  $\frac{3}{4}$  of a mile north of Soquel Drive, including Soquel High School. The transfer point is Capitola Mall. There are additional transfer opportunities to routes 55, 66, 68, 69A, 69W, 71 and 91X at various bus stops within the zone.
4. **Aptos/Rio Del Mar/La Selva Beach-** The Aptos/Rio Del Mar/La Selva Beach zone extends from Cabrillo College to La Selva Beach, and from the coast to  $\frac{3}{4}$  of a mile off Soquel Dr and up Freedom Blvd to McDonald Rd. The transfer point for the Aptos/Rio Del Mar/La Selva Beach zone is Aptos Village. There are additional transfer opportunities to routes 55, 69W, 71 and 91X at various bus stops within the zone.
5. **Watsonville West** - The West Watsonville zone extends from Highway 1 to Main Street and Freedom Boulevard and from Riverside Drive up Freedom Blvd to Corralitos Rd. The transfer points for the West Watsonville zone are the Watsonville Transit Center and Freedom Center. There are additional transfer opportunities to routes 69A, 69W, 71, 72, 72W, 74S, 75, 79 and 91X at various bus stops within the zone.
6. **Watsonville East** - The East Watsonville zone extends from Main St. and Freedom Blvd., including the Watsonville Transit Center, to  $\frac{3}{4}$  of a mile beyond College Rd. around the Kelly Lake and Drew Lake area, and from the Pajaro River and the Levee path to the north following the neighborhoods around Wagner Ave, Brookhaven Ln, Brewington Ave, Paloma Way, Atkinson Ln, and connecting to Green Valley Rd and Airport Blvd. The transfer points for the East Watsonville zone are Watsonville Transit Center and Freedom Center. There are additional transfer opportunities to routes 69A, 69W, 71, 72, 72W, 75, 79 and 91X at various bus stops within the zone.
7. **Scotts Valley and Felton** - The Scotts Valley and Felton zone extends  $\frac{3}{4}$  of a mile from Highway 9 in Felton, Mt. Hermon Road, Scotts Valley Drive and Granite Creek Road. The transfer point for the zone is Scotts Valley Transit Center. There are additional transfer opportunities to routes 17, 35 and 35A at various bus stops within the zone.

## FAQ-

1. Why on-demand transit?
  - a. On-demand, or “microtransit,” is a form of demand response transportation that has been rapidly growing in cities across the nation. Some have compared this type of service to “Uber Pool for the transit world.” The service allows users to request a same-day ride via a smartphone app, online or via the customer service call center to connect to destinations that may be off the fixed route METRO network.
2. How does Cruz On-Demand work?
  - a. Cruz On-Demand is a rideshare service that uses a dynamic scheduling algorithm to pick up riders along a flexible route. There is no fixed route or schedule. There is also no advanced booking requirement, but wait times will vary based on demand. We recommend you book at least 30 minutes in advance to guarantee your trip. Rides will be shared with other Cruz On-Demand and ParaCruz customers.
3. Where is Cruz On-Demand available?
  - a. There are seven zones throughout the county:

# Attachment A

- i. Santa Cruz Westside
- ii. Santa Cruz Eastside
- iii. Live Oak/Capitola/Soquel
- iv. Aptos/Rio Del Mar/La Selva Beach
- v. East Watsonville
- vi. West Watsonville
- vii. Scotts Valley/Felton

**Please see the zone maps for specific boundaries and locations served. Note that pick-ups and drop-offs are limited to trips within a single zone.**

## 4. What is a transfer point?

- a. Each zone has a designated spot where you can make transfers to multiple existing fixed routes that can take you to other parts of the county. At some transfer points, a Cruz On-Demand vehicle will arrive according to a fixed schedule.

## 5. Will Cruz On-Demand pick me up at my house?

- a. Yes, the service will pick-up and drop-off at any address or bus stop in a service zone.

## 6. How will I know my ride is here?

- a. Be ready to board the Cruz On-Demand vehicle at any time during the Ready Window. The Ready Window begins ten minutes before your scheduled pick-up time. You can track your ride in real time in the Ecolane app. When your vehicle arrives, meet your driver outside within 2 minutes.

## 7. How long are typical wait times?

- a. Wait times may vary, especially during high demand periods. Wait times can be as little as a few minutes to upwards of an hour.

## 8. How much does it cost to ride?

- a. A one-way fare is \$4.00.

## 9. How can I pay for my ride?

- a. Pay for your ride with the METRO Splash Pass App or with cash on board (exact change required).

## 10. Who drives METRO microtransit?

- a. Trained METRO ParaCruz drivers will be operating Cruz On-Demand vehicles.

## 11. How can I request a ride without a smartphone?

- a. You can request a ride without a smartphone by calling METRO customer service at (831) 425-8600