

# Dear Rider:

## **A LETTER FROM METRO's PRESIDENT & CEO ABOUT A DELAY TO JANUARY SERVICE CHANGES**

Dear METRO Customers:

On December 5<sup>th</sup>, METRO held a public hearing on service changes proposed for January 2012.

Lots of folks showed up. Their biggest concerns were about proposals to discontinue the 30 Clinton, 48 Navigation and 49 Chimney Rock Crosstown – three high-subsidy/low ridership routes.

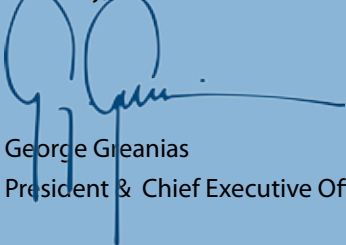
Based on what we heard, we're delaying any service changes until February 26, 2012. In the meantime, we'll work with the community on alternatives to the total elimination of these routes.

As we get closer to February 26<sup>th</sup>, we'll distribute more information. But don't wait for us. If you have a question or a suggestion, call us at 713-635-4000.

You are our customer. We know our service impacts your life. But you are also a taxpayer. We owe you our best efforts to make the most of your sales-tax dollars by putting the right service in the right place.

It's a delicate balancing act we practice every day – we'll do it best if we do it together.

Sincerely,



George Greanias  
President & Chief Executive Officer