



March 7, 2025

Subject: Our Commitment to Transparency and Serving You Better

Dear Community Members,

At MATA, our riders are at the heart of everything we do. We recognize that public transportation is more than just a service—it's a vital connection to jobs, healthcare, education, and daily essentials. That's why we take our responsibility to communicate clearly and accurately with you very seriously.

We have identified an issue with the way MATA leadership previously communicated schedule cuts to the general public. This practice occurred prior to the board's installation of TransPro. Upon identifying this issue, we immediately corrected our public-facing communications, and our published schedule now properly reflects the service we provide on a daily basis. We are committed to ongoing transparency as we continue to work through these challenges.

Trust is built through transparency, accountability, and consistent service. As we move forward, we are strengthening our internal processes to ensure clearer communication, increased oversight, and a renewed focus on keeping you informed. We remain dedicated to upholding our contract with the public and will continue working diligently to provide the reliable, high-quality transit service you deserve.

Regaining and maintaining your trust is our top priority. Thank you for your patience, support, and for allowing us to serve you.

John Lewis