

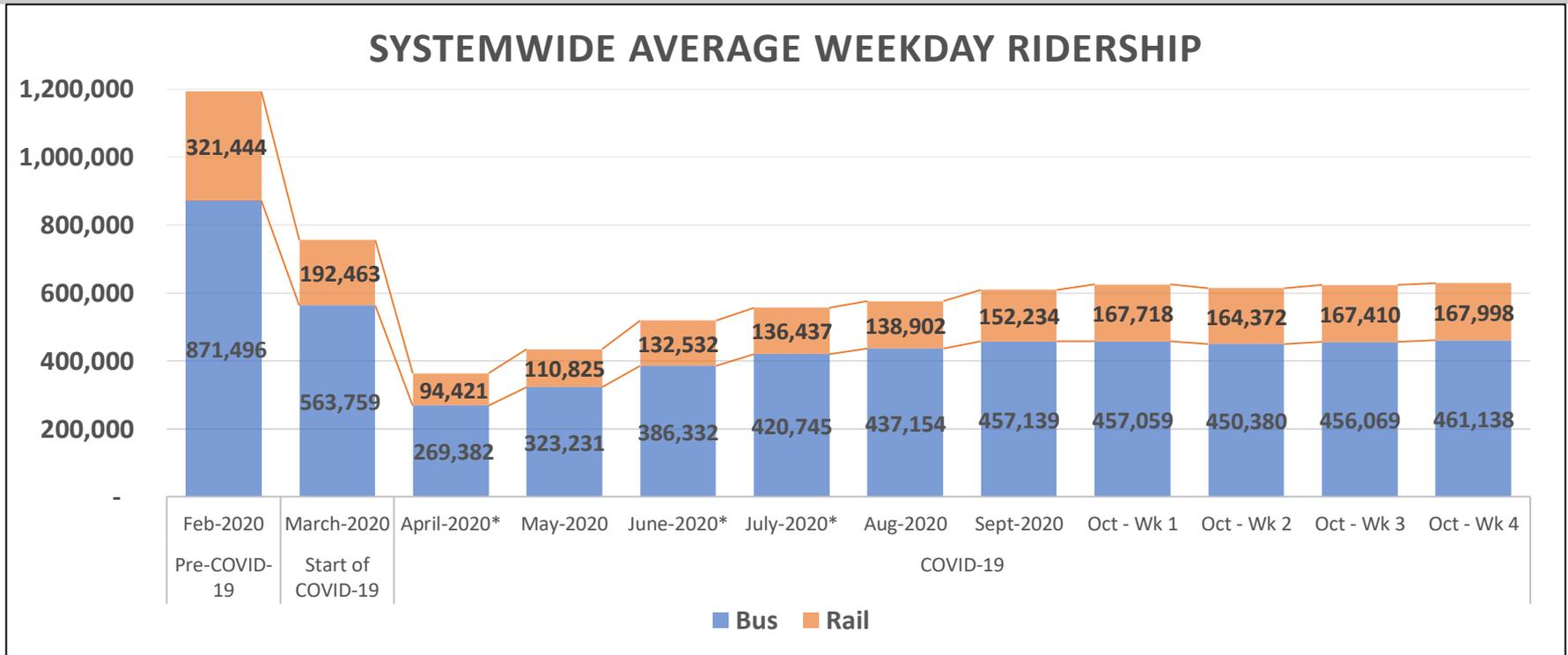
COO Oral Report COVID-19 – Operations Update



Metro

Operations, Safety & Customer Experience Committee Meeting
November 19, 2020

Weekly Ridership Update



Ridership	Pre-COVID- Feb-20	Start of COVID- Mar-20	April-20*	May-20	June- 20**	July- 2020***	Aug- 2020	Sept-2020	Oct Wk 1 10/4 - 10/10	Oct Wk 2 10/11 - 10/17	Oct Wk 3 10/18 - 10/24	Oct Wk 4 10/25 - 10/31
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,182	576,056	609,373	624,778	614,752	623,480	629,136

**Deployed Modified Enhanced-Sunday Schedule on 04/19/20*

***Deployed June Bi-Annual Shake-up on 6/21/20*

****Added 35 trips on 7/27/20*

Preparing to implement December 2020 Service Changes on 12/13/20 (item XX)

Metro Micro Update



- In December 2020, Watts/Willowbrook and LAX/Inglewood operations to launch
- Begin service with 16 Ford and Dodge gas vehicles
- Protocols for social distancing and masks
- Introductory cost is \$1 per trip
- TAP validators located in all vehicles
- Customers can book space for mobility devices (e.g., wheelchairs, strollers, bikes, etc.)

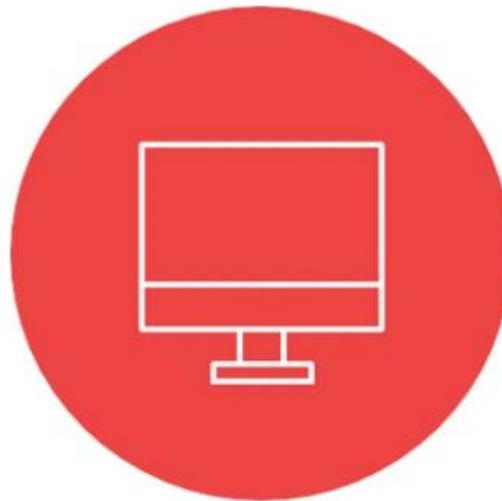
Note: Metro Micro may lease up to 100 vehicles as the pilot is expanded to more service zones

Booking Metro Micro

Starting on December 13, 2020,
Metro customers will be able to book a ride by:



Downloading the app



Visiting the website
metro.net/micro



Calling Metro
323.GO.METRO
323.466.3876

Keywords: Metro Micro
Available on Google and
Apple Store

