



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 19, 2023

SUBJECT: ORAL REPORT ON MICROTRANSIT

RECOMMENDATION

RECEIVE oral report on MicroTransit service update.

EQUITY PLATFORM

During the summer of 2022, Metro conducted an On-Board Rider Survey which focused on understanding customer experience and demographics regarding age, gender, race and ethnicity, and household income. Data shows that Metro Micro serves 57% female and 3% non-binary customers, compared to 49% female and 1% non-binary bus customers. Micro customers trend younger than bus or Los Angeles County as a whole, with 72% of Metro Micro customers 18-44 (compared to 53% for Metro Bus and 39% for Los Angeles County). Like Metro Bus, Metro Micro disproportionately serves lower-income households, with 77% of riders coming from households making less than \$50,000/year.

Metro Micro Project Staff will work to gather disaggregated ridership data to identify and mitigate any inequities and ensure equitable outcomes relative to service.

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