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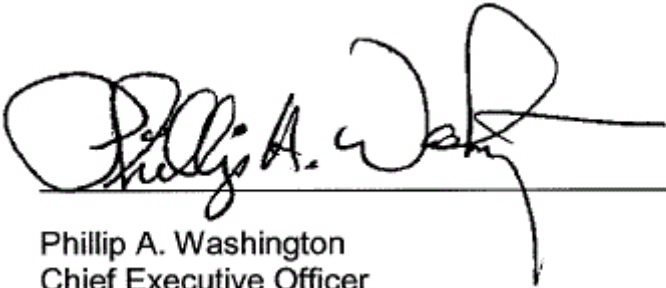
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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
NOVEMBER 19, 2020**

**SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE**

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Transit Update



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Phillip A. Washington  
Chief Executive Officer

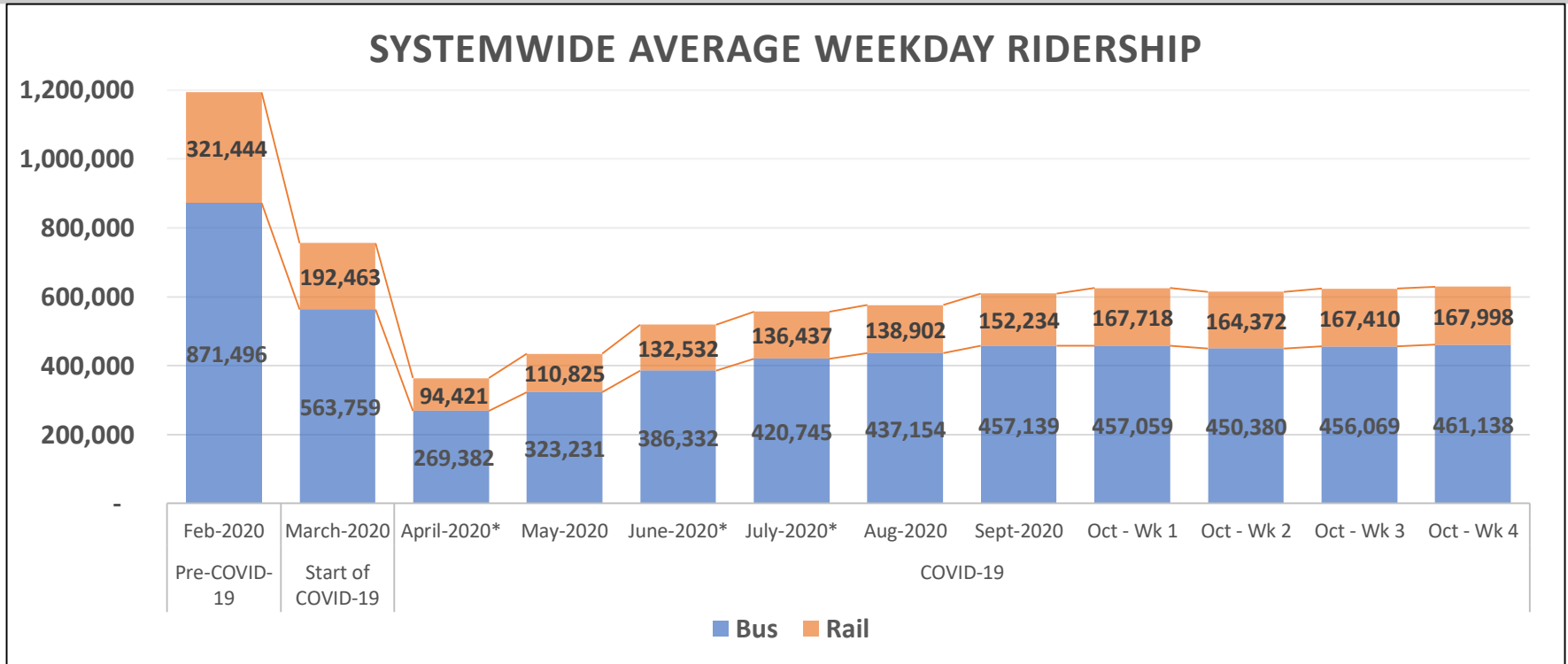
# **COO Oral Report COVID-19 – Operations Update**



**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
<b>TOTAL</b>	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](https://metro.net/micro)



**Calling Metro**  
**323.GO.METRO**  
**323.466.3876**

Keywords: Metro Micro  
Available on Google and  
Apple Store

