Metro Micro™

Metro Micro is Metro’s new on-demand rideshare service, offering trips within several zones in LA County. The new service is for short trips and uses small vehicles (seating up to 10 customers). Metro Micro is part of Metro’s family of services and has been designed hand-in-hand with our NextGen Bus Plan. The service is meant to be a fast, safe and convenient option for quick trips around town without having to transfer.
Metro Micro is the region’s new app-based shared ride service. Zones are subject to change. Visit metro.net/micro for more information.
This service is meant to reduce the need to make multiple transfers to get to your destination. The wait time for the vehicle will be at maximum 15 minutes depending on the time of day, traffic conditions and nearby construction or road closures.

Rides can be booked via the Metro Micro app, online at book.metro-micro.net or by calling 323.GO.METRO. Designated spots for pick-up and drop-off, as well as pick-up and arrival times, are provided when you book your ride. Safety remains top priority and that’s why Metro will actively assess all locations and seek customer feedback locations if pick-up and drop-off need to be changed.

Metro has hired new full- and part-time drivers from local communities throughout LA County.

The vehicles will support a variety of mobility options and needs, including wheelchairs, strollers and bikes. Metro also plans to test electric vehicles within this service.

Metro is committed to the safety and health of our riders and employees. Face masks will be required for drivers and passengers until further notice. Vehicles will be cleaned daily with EPA-approved disinfectants. Vehicle capacity is reduced by 50% to accommodate social distancing. There is also a plexiglass barrier separating the driver and passenger.

**How much will it cost?**

In response to COVID-19 and the economic impacts of the pandemic, fare for this service will be $1 per trip. At this time, the promotion will run six months from the date of service launch. The $1 will not include a transfer to our bus and rail. Customers can pay using their TAP card or with a credit card.

**When and Where to Use Metro Micro**

This new service will cover nine zones to be launched in the following time frame:

<table>
<thead>
<tr>
<th>DECEMBER 2020</th>
<th>JANUARY 2021</th>
<th>SUMMER 2021</th>
<th>FALL 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Watts/Willowbrook</td>
<td>North Hollywood/Burbank</td>
<td>Northwest San Fernando Valley</td>
<td>UCLA/Westwood/Century City</td>
</tr>
<tr>
<td>LAX/Inglewood</td>
<td>Compton/Artesia</td>
<td>Highland Park/Eagle Rock/Glendale</td>
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<tr>
<td></td>
<td>El Monte</td>
<td>Altadena/Pasadena/Sierra Madre</td>
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Zones are subject to change. For more details on hours and zones, visit metro.net/micro.
You can book a ride on Metro Micro by:

Downloading the Metro Micro mobile app from Apple or Android stores.

Going online to book.metro-micro.net.

Calling 323.GO.METRO (323.466.3876) to book a ride.

When booking a ride, please indicate if space for a wheelchair, mobility device, bike, etc. will be needed.

For more information on Metro Micro, please visit metro.net/micro.