

# Metro Micro



## Metro Micro FAQ

### General Information

#### What Is Metro Micro?

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). 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.

#### Where Can I ride Metro Micro?

The service launched in the [Watts/Willowbrook](#) and [LAX/Inglewood](#) zones on December 13, 2020. Additional zones will launch in 2021.

#### What are the Metro Micro Service Hours?

Watts/Willowbrook Zone: Monday – Friday, 5 AM to 11 PM

LAX/Inglewood Zone: Monday – Friday, 5 AM – 10 AM & 2 PM – 7 PM

### Additional Information

#### How is this different than Regular Metro Service in the area?

Metro Micro will offer shorter wait times and better reliability in the service area. The wait time for the service will be a maximum of 15 minutes from time of reservation to time of pick-up from your requested location within the service zone.

On-demand trips mean you can access service when you need it, instead of having to plan your trip around a bus route schedule.

Service is provided in a vehicle that will make short trips within the service area. Customers can't hail a Metro Micro vehicle from the curb, like they would a bus. Trips must be booked in advance. Customers must plan a separate bus trip to complete any trip outside the pilot zone.



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Is this service meant to replace bus service? Metro Micro is a supplement to the existing bus and rail system in Los Angeles County and the service is meant to complement equity, reliability and efficiency improvements being implemented as part of the NextGen Bus Plan that was approved in October 2020.

How do I know when a driver will pick me up?

Your ride booking will specify a time window of 10 minutes for pick-up. We advise you to reach your pick-up point 5 minutes before your pick-up window. As it gets closer to the time of your ride, we will send you an updated arrival time. You will also receive a notification when your vehicle has arrived. Updates are sent via SMS and the Metro Micro app if you allow for SMS. Furthermore, you have the option to use the mobile app to track your vehicle's location in real-time as it comes to pick you up.

How will I recognize my Metro Micro ride?

Metro Micro vehicles, have distinctive coloring and graphics. In addition, the app and SMS notifications will provide the vehicle number you are expecting as your ride approaches.

How long will the driver wait for me?

You will receive a notification when your vehicle has arrived to pick you up. As a courtesy to your co-riders, the driver will only wait for up to 1 minute. To stay on schedule, the vehicle will depart if you do not show up within the 1-minute waiting period.

What if I cancel or do not show for my ride?

When you book a ride with Metro Micro you are making a commitment to the system and the driver as a schedule is created to accommodate your trip. If due to some reason you are not able to take the ride, we advise you to cancel as soon as possible.

Can I change my pick-up location or destination?

You cannot change your existing ride-booking. However, you can cancel your ride and book a new ride that suits your pick-up location or destination.

What Type of Seats can I book?

If you are passenger with bike, you can book a seat with Regular (bike) option. Bike racks, when available, have the capacity for two bikes.

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If you require accessible seating, you can book a seat with Accessible option. You also have the option to add up to 2 seats for any companions traveling with you.

If you do not request accessible seating, you can book up to 5 seats.

Please remember that all passengers in 1 booking need to travel at the same time and get picked up and dropped off at the same stops.

Will I be able to rate my trip?

Yes. At the end of a trip, customers using the mobile app will be invited to rate their ride and submit comments about Metro Micro.

## How to Use Metro Micro

How do I schedule a trip?

Book trips with the Metro Micro mobile app (Apple App Store or Google Play), on the web booking site ([www.metro.net/micro](http://www.metro.net/micro)), or by calling 323.GO.METRO (323.466.3876).

You can book a trip on Metro Micro web booking site; however, you will not receive automatic alerts about the status of your trip as you would when using the mobile app.

When you make reservation, you will be able to choose from a list of options for the pick-up and drop off times that best suits your schedule.

Trips may be scheduled in real-time and up to 7 days in advance.

How much does it cost for a ride?

At this time, a promotional fare of \$1 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/account (stored value only) or with a credit card (no cash). Metro staff will return to the Board at the end of the six-month introductory period to consider potential fare adjustments.

How do I pay for a ride?

You can add a debit card or credit card to your Metro Micro account and pay when you book your ride. Alternatively, you can select TAP card and pay with your TAP card when you board the vehicle.



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## How do I pay with TAP?

You can pay for your Metro Micro ride by tapping your TAP card on the TAP reader that is available inside the vehicle right when you board. The fare will be deducted from your preloaded balance. At this time, you cannot pay for Metro Micro with a monthly pass. Any card with stored value of at least \$1 will work with Metro Micro.

## I am eligible for reduced fare on Metro buses and trains. How much do I pay for Micro?

At this time, all Metro Micro customers pay the introductory discounted fare of \$1 per ride.

## How do I book in advance?

Choose a date or time in advance. Bookings can be made on-demand up to 7 days in advance. You have the option to book for multiple days with the same pick-up and drop-off schedule.

## Can I book in another language besides English?

The Metro Micro app and web booking site are currently available in English and Spanish. Customers can call (323) GO METRO [(323) 466-3876] to book in English, Spanish, or eight other languages commonly spoken in Los Angeles.

## You have the option to book for multiple days with the same pick-up and drop-off schedule. Where can I board Metro Micro?

Pick-up and drop-off will be available at designated locations within the service zones.

Riders in the on-demand service zone (see map) can book a ride for pick up at designated locations, which may be at a current bus stop or a virtual stop. The location may change each day depending on the route for your vehicle.

Most customers within the service zone will be within a 5-minute walk or roll from a stop.

Once your ride is booked you will be provided with your pick-up point and can access turn by turn walking directions.

## How do I cancel or change a scheduled ride?

A trip can be cancelled with the Metro Micro app, online on the web booking site or by calling 323.GO.METRO (323.466.3876). If you have pre-paid for your ride with a credit card, a credit will be applied to your account.



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What if I don't have a smartphone or data plan?

323.GO.METRO (323.466.3876) can be used to schedule your trip through Metro's Call Center. The agent will be able to give you a vehicle arrival time, along with confirming your pick-up and drop-off locations.

What other modes of transit can I connect to?

Watts/Willowbrook Zone:

Connections to two A Line (Blue) and three C Line (Green) stations

Connections to bus lines 51, 52, 53, 60, 117, 125, 202, 205, 258, 260, 285, 355, 534, 760, 761

LAX/Inglewood Zone

Connections to three C Line (Green) stations and one Crenshaw/LAX Line station (opening in 2021).

Connections to Metro bus lines 102, 117, 120 and 232.

## Drivers and Safety Information

What are the Metro Micro health guidelines during the COVID-19 pandemic?

Metro is committed to offering safe transportation options that adhere to all local and state public health guidelines. All drivers and passengers will be required to wear face coverings. Additionally, all drivers will be trained on proper COVID-19 health and safety procedures and will be provided with proper PPE equipment. Vehicles will also limit their capacity to allow for better passenger social distancing and there will be a plexiglass partition separating passengers from the driver.

Who will be my driver?

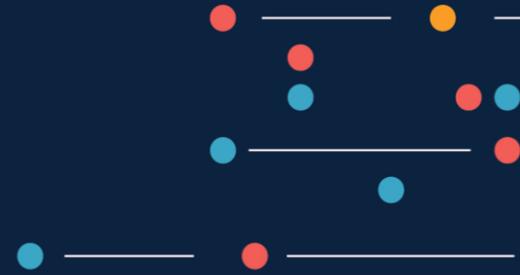
All Metro Micro drivers are LA Metro employees. As with all LA Metro operators, all drivers are screened before they are hired and have received specialized safety training, including incident prevention.

Do all Metro Micro drivers have to have a background check?

Yes, all Metro employees must pass a background check and complete appropriate training.



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## Special Requests

What is Metro Micro's policy for car seats?

In compliance with California law, all passengers under age 8 must ride in an appropriate Child Restraint System (CRS), such as a safety seat or booster; and all passengers under age 2 must ride in an appropriate rear-facing safety seat. Caregivers must provide an appropriate safety seat and install it in the vehicle. Unfortunately, while drivers can provide information about LATCH attachment points, they cannot assist caregivers with installation.

What if I am travelling with a Service animal or pet?

Service animals are always welcome, as required by law. At this time, Metro Micro cannot accommodate pets.

What if I have comments, concerns, or questions about Metro Micro?

You can send any comments, concerns or questions within the app or web booking by navigating to the "Help" menu and tapping or clicking "Contact Us". Alternatively, you can call Metro at 323.GO.METRO (323.466.3876).