

Metro Micro™

December 8, 2022



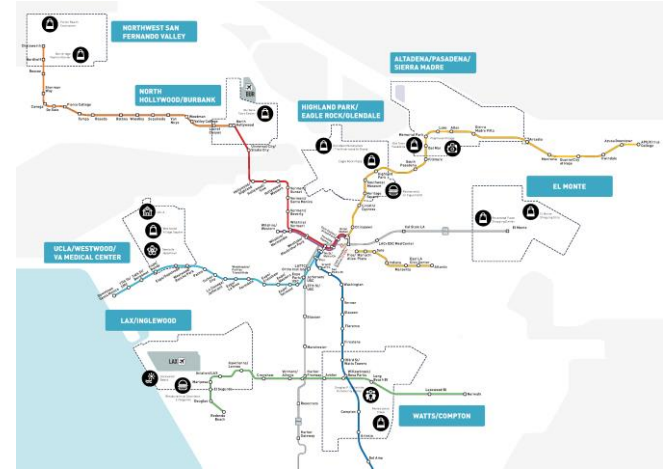
Metro

The Pilot



Metro Micro is a pilot service aiming to create a fantastic customer experience for current and new public transit customers

- Micro is an on-demand rideshare for short trips in 8 Zones currently
- Most trips are short (under 5 miles) and may link to Metro services
- Our new fleet includes Electric and ADA vehicles
- The price per trip is \$1 and stored value on TAP is accepted
- The initial pilot period is three years, concluding Revenue Service Operations in December 2023
- Pilot evaluation will begin this December

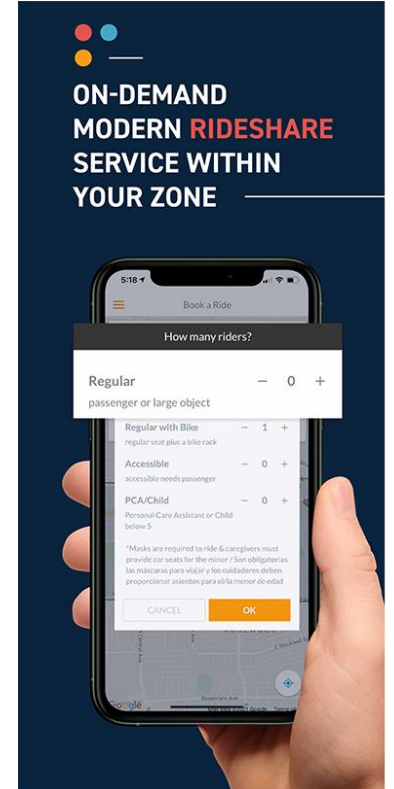


The Goals

Metro Micro serves as an R&D lab for the transit agency.

Key questions at the heart of our experiment are as follows:

1. How does a large public agency operate an on-demand transit service that prioritizes customer experience and equity?
2. Can new management models (e.g., positive discipline) improve workforce retention, advance career pathways and establish workplace happiness?
3. How can an innovative Pre-Development Agreement Public-Private Partnership (PDA-P3) procurement tool be leveraged and improved upon to support testing emerging technology, risk sharing, and rapid iteration in service delivery models?
4. Can positive customer experiences on Metro Micro translate into increased ridership to the fixed-route services for both current and non-riders?
5. Can Metro Micro perform as a cost-effective alternative to underperforming fixed-route service?



Timeline



2020

- Metro Micro launches at the peak of the COVID-19 pandemic

2021

- Metro Micro expands, launching a total of 7 zones in a single calendar year

2022

- Metro Micro exceeds a half million trips in FY22

Today

- Metro Micro is the largest on-demand transit program in the U.S.

Zones and Hours

Northwest San Fernando Valley
5:30 am – 10 pm
7 days a week

North Hollywood/Burbank
6 am – 10 pm Weekdays
10 am – 10 pm Weekends

Highland Park/Eagle Rock/Glendale
5:30 am – 10 pm
7 days a week

Altadena/Pasadena/Sierra Madre
5:30 am – 10 pm
7 days a week

UCLA/Westwood/VA Medical Center
9 am – 9 pm
Monday – Friday

El Monte
6 am – 10 pm Weekdays
10 am – 10 pm Weekends

LAX/Inglewood
5 am – 9 pm
7 days a week

Watts/Compton
5 am – 11 pm Weekdays
5:30 am – 9:30 pm Weekends



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