

Metro Reimbursing Riders For Suspended Saturday Night Trips

By **Madelaine** - Jun 1, 2020

CALIFORNIA — On Saturday, May 30, Metro ended its rail services at 8 p.m. for the rest of the evening heading towards Downtown Los Angeles. Several bus lines also experienced delayed trips and detours near Fairfax, East LA, and Downtown LA areas that evening.

The following morning, Metro apologized to their customers via Twitter for the night before and shared updates on the day's services. "Metro would like to apologize to transit customers who were stranded as a result of the suspension of transit services on Saturday night."

They will reimburse customers who used an alternative transportation service such as Uber, Lyft, or taxi to replace a Metro trip. A receipt must be submitted for replacement trips to qualify and obtain reimbursement. Please contact Metro Customer Relations at 323.GO.METRO or CustomerRelations@metro.net for assistance. "Again, we offer our deepest apologies. Know that we are listening to everyone's feedback and criticism, and we will strive to do better in our communication and our services," the transportation agency expressed on Twitter.

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Union Station in Downtown LA. Photo by Julian Lozano

A countywide curfew is in effect tonight in Los Angeles County, which began at 6 p.m. and will end at 6 a.m. Monday, June 1. It applies to the unincorporated and incorporated areas within the county. In response to the changing situation, Metro has been providing updates and working to confirm their service information as soon as possible. The company advises riders to check the LA Metro Rider Alerts Twitter account, @metrolaalerts, or download the Transit App for the latest updates on services and operation.

Metro informed the public on Sunday, May 31, that they will run on a regular Sunday schedule until closing at midnight. Depending on the situation in each area, rolling bus detours and temporary service suspensions may occur.

In a statement published on May 30, Metro CEO Phil Washington stated:

"In consultation with Metro Board Chair James T. Butts and in response to LA Mayor Garcetti's directive today to implement a curfew in downtown Los Angeles to help ensure public safety during the George Floyd protests, LA Metro is suspending bus and rail service in the affected protest areas to ensure the safety of both the public and LA Metro employees."

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