



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 16, 2023

SUBJECT: NEXTGEN RIDERSHIP UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the NextGen Bus Ridership Update.

ISSUE

This report provides an assessment of Metro bus system ridership as of September 2023 by comparing ridership from 2019 (pre-pandemic/pre-NextGen Bus Plan) through mid-2023. Ridership changes are examined by the day of the week, area, Equity Focus Communities (EFCs)/non-EFCs, time period, line/line group, and changes in average passenger trip length.

The NextGen Bus Plan was approved by Metro's five Regional Service Councils in September 2020 and adopted by the Metro Board in October 2020. The Plan was implemented in three phases between December 2020 and December 2021 to create a network of high-frequency bus lines.

The national operator shortage required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability. However, full restoration of NextGen Bus Plan service levels was completed in phases by December 2022. Metro continues to operate the full NextGen bus service levels, improving reliability, and full bus operator staffing was achieved by August 2023, making this an appropriate time to review ridership.

BACKGROUND

The NextGen Bus Study began in 2018 as a reimagining of the Metro bus system to make it more competitive in the overall travel market and reverse the bus ridership decline that occurred over the previous decade. The study identified the need to create a fast, frequent, reliable bus system to take people where and when they need to go. The resulting NextGen Bus Plan was developed based on both robust data analysis and public engagement.

The NextGen Bus Plan was scheduled to be rolled out in two phases; an initial phase (Reconnect) to restructure the existing network, with an additional phase (Transit First) maximizing the Plan's effectiveness through strategic, quick-build capital investments to improve bus speeds with a goal of directing saved revenue service hours to bus frequency improvements. These two NextGen Bus Plan

phases are outlined below:

Reconnect - Routes and schedules were redesigned in the Reconnect phase to attract trips where and when there is the greatest market potential. Lessons learned through the NextGen Bus Plan analysis and outreach presented a path forward for reinventing the bus network, including:

- Maintaining coverage as much as possible by minimizing discontinued segments, coordinating with municipal operators, and introducing MicroTransit, all while more efficiently linking people to where they want to go.
- Creating a competitive transit network that reduces overall travel time by optimizing all components of the trip, including time spent accessing the bus stop, waiting, and riding.
- Building a competitive and attractive network by investing in fast, frequent, and reliable service, especially during the midday, evenings, and weekends when the greatest opportunity to grow ridership exists.
- Integrating Metro's Equity Framework as reflected in the service changes that focus resources in Metro's EFCs where the need for high-quality transit service is greatest.

When fully implemented, the Reconnect Scenario was expected to achieve a 5-10% increase in ridership. The majority of planned route changes in this phase were implemented in three phases between December 2020 and December 2021.

Transit First - This phase builds onto Reconnect by adding capital infrastructure to support the new service plan, including:

- **Bus Speed and Reliability:** Implementing speed and reliability improvements such as bus lanes where appropriate, signal priority, optimizing bus stop spacing, and implementing all-door boarding. By speeding up the bus system, more service can be provided within the same number of service hours while making bus service more competitive.
- **Customer Experience:** Investing in improving the comfort and safety of the wait environment, especially at major transfer points. This addresses a major barrier to attracting more potential customers to transit.

When fully implemented, the Transit First scenario is expected to achieve a 15-20% increase in ridership. As of October 2023, 51 miles of bus priority lanes are in operation with 100+ total miles planned as part of the NextGen Bus Plan, together with other speed and reliability improvements such as transit signal priority coverage along the routes of Metro's most frequent bus lines, and bus stop and terminal optimization.

The implementation of the NextGen Bus Plan Reconnect phase established a set of service frequency tiers for Metro's 120 bus lines, summarized in Table 1. Tiers 1 and 2 lines are all-day, high-frequency services designed to support ridership growth across the NextGen network and to help ridership recover after the drop caused by the pandemic. Tier 3 and 4 lines ensure neighborhood connectivity and coverage throughout the service area. The NextGen Bus Plan as implemented in

December 2021 (and restored by December 2022) represents the completion of the Reconnect phase of the plan.

Table 1: NextGen Frequency Tiers as of Dec 2022

Service Type	Peak Weekday	Midday Weekday	Evening	Weekend	Number of Lines
Core Network (Tier 1)	5-10	5-10	10-15	7.5-15	31
Convenience Network (Tier 2)	12-15	12-15	20-30	15-d30	24
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	39

As part of the Transit First scenario, bus priority measures such as new bus lanes to reduce travel times and improve reliability continue to be implemented. Progress updates on the NextGen Bus Plan Speed and Reliability Program are provided to the Metro Board at key milestones. To date, 51.7 miles of new bus priority lanes have been implemented. These include 5th, 6th, Grand, Olive, Figueroa, Flower, Spring, Cesar/Chavez/Sunset, two Aliso/Alameda Streets in downtown Los Angeles, as well as portions of Alvarado St, Venice Bl, Wilshire Bl, La Brea Av, Sepulveda Bl, and Ventura Bl, with two additional corridors (Florence Av and Roscoe Bl - 31.2 lane miles) due to be delivered before the end of FY24, and 15 additional miles in planning (Vermont Av, Santa Monica Bl). Transit signal priority and all door boarding are other speed and reliability initiatives that should begin implementation in late 2024, with ongoing optimization of bus stops and terminals. These initiatives, together with Customer Experience improvements, are designed to further enhance the service frequency improvements.

The modeled results of the NextGen Bus Plan, compared to the pre-NextGen network (baseline), forecasted significant benefits. In particular, convenient access to the most frequent bus services increased substantially, with an overall increase of 112.4% for population and 106.8% for households within 0.25 miles of the most frequent service (NextGen Tier 1 lines with 10-minute or better service) weekdays. Especially significant increases were achieved for midday weekdays with +600-700% increases in households and population (including EFCs) with easy access to a higher frequency (10-minute or better) weekday bus service. Access to jobs showed a +350% increase. Off-peak travel was a key market segment identified as having significant ridership growth potential in the NextGen Bus Study. Even peak periods showed a 50-65% increase in access for households and populations and a 30-40% increase in access to jobs with 10-minute or better bus services.

Forecasted competitiveness based on all trips made (not just transit) that could now be made on the Reconnect network as implemented in December 2021 also improved. Competitive trips were defined as those in which transit travel times were no more than 2.5 times the travel times for private autos. This analysis showed the share of all transit-competitive trips increasing by 2.4% from 22.1% to 24.5%. The share of transit competitive trips increased more for trips for EFCs (+3.1%) than for non-EFCs (+2.1%). The gains were even higher (+4.7%) for trips already being made on transit that were no more than 2.5 times the private auto travel time, which should allow more existing transit trips to be retained by the Metro bus system. This market segment increased more for trips for EFCs

(+5.1%) versus non-EFCs (+4.1%), suggesting a large portion of the Plan's benefits are occurring in EFCs where more people are reliant on transit for their mobility. Travel times for all trips (not just transit trips) that could be completed on transit in 30 minutes or less increased by 13% with the NextGen Reconnect network. Existing transit trips that could now be completed in 30 minutes or less increased by 20%. All of these results should increase with the implementation of additional bus speed and reliability improvements as part of NextGen Bus Plan's Transit First scenario.

The NextGen Bus Plan as implemented in December 2021, was also estimated to increase the number of key destinations within 0.25-mile access to the 10-minute or better lines compared to the pre-NextGen network. Increased access to facilities for health care (+10%), education (+16%), and grocery stores (+19%) on the 10-minute or better frequency Metro bus lines shows the NextGen Bus Network improves access to many key destinations.

DISCUSSION

Comparing travel using the baseline pre-NextGen network to how those trips could be made using the NextGen Reconnect network shows the potential of the NextGen Bus Plan as implemented to increase ridership. This section of the report discusses actual ridership changes as a result of NextGen. In examining ridership results to date, it is important to note the impact of the COVID-19 pandemic beginning in March 2020, with the significant impacts to both Metro bus service levels and ridership, but also to societal changes such as increased telecommuting coming out of the pandemic.

The attachments to this report provide detailed data on systemwide and line level ridership for a typical weekday, Saturday, and Sunday observed between 2019 (pre-pandemic and pre-NextGen) and 2023. With full operator staffing and reliable service delivery being achieved in 2023, September 2023 is an ideal time to review ridership. For this report, bus ridership changes are examined by the day of the week, area, EFCs/non-EFCs, time-period, and line/line group, as well as changes in average passenger trip length. The time period of this analysis tracks the large drop in ridership at the beginning of the COVID pandemic in early 2020 and the subsequent recovery in ridership and service restoration in 2021 based on the implementation of the NextGen Bus Plan. A more detailed analysis is provided in Attachment A, which this report summarizes.

Ridership Trend from 2020 to 2023

During the pandemic's Stay-at-Home orders, ridership declined sharply in 2020, with trip lengths shortening because many people were not commuting as much and traveling close to home. Non-peak ridership was more resilient as those trips were largely composed of essential workers and/or essential trips. As people adjusted to the pandemic, ridership grew quickly in 2021, as did overall travel (as measured from cell phone location data).

While transit and travel demand as a whole grew less significantly in 2022, it spiked above 2019 levels during the 3 PM hour in 2022 though overall travel demand in 2022 was still below 2019 levels. This may have been caused by people making more short distance trips to run errands during the middle of the day vs. their typical longer commutes home during the PM peaks. Despite the reintroduction of fares in January 2022 and the temporary bus service reduction in February 2022,

ridership growth did not seem to slow during the first half of 2022. A big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares at the time fare collection was reinstated on buses may have helped to maintain the growth in ridership. Ridership recovery was slower in the second half of 2022, which may have been a result of the temporary service reductions implemented in February 2022.

The full restoration of bus service by December 2022, combined with more reliable service delivery and new pilot programs such as GoPass for students, have contributed to much stronger ridership recovery in 2023. This reinforces the importance of frequent and reliable service delivery in being able to attract and retain ridership. As of September 2023, weekday bus system ridership recovery is at 78.6% overall, Saturday ridership is 86.0% recovered, and Sunday ridership is at 92.4% of pre-COVID bus average daily ridership levels. September 2023 average weekday bus ridership exceeded 750,000 for the first time since the pandemic.

Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley shows the most weekday ridership recovery, exceeding 84% in 2023. This recovery rate in part shows a strong response to NextGen Bus Plan improvements that created a network of ten local lines and the Metro G Line BRT with 10-15 minute frequencies all day weekday across the San Fernando Valley. The NextGen changes improved these lines especially off-peak, where many of these lines had frequencies ranging from 20 to 30 minutes. There was also restructuring of several lines in the east Valley to better match travel patterns focused on North Hollywood. The four other Service Council areas varied between 77.6% for the South Bay Cities and 75.2% for the San Gabriel Valley. Similar patterns were seen for average Saturday (San Fernando Valley 96.9%, other areas 76.8 - 82.1%) and Sunday ridership (San Fernando Valley 106.9%, other areas 81.8 - 89.7%), with higher overall recovery on these days, as was seen for the bus system ridership overall.

Ridership by Time Period

As of September 2023, the midday share of weekday ridership remains around 2% higher than it was pre-pandemic. By contrast, AM peak period ridership remains 3% below 2019 levels, but the PM peak is 1% higher. This suggests less commute trips made on transit to office jobs in the AM peak. The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership in off-peak weekdays. Weekend ridership by time of day tended to have remained relatively stable.

Ridership by Equity Focused Communities (EFC)

Boardings in EFCs where transit usage is expected to be higher, increased by up to 2% weekdays and weekends during early years of COVID compared to pre-COVID. In 2023, the boardings in EFCs was up to 1% higher than pre-COVID weekday and somewhat less increased on weekends. The essential trips made in the early part of COVID are more likely to have been made by people who relied on transit to access essential jobs and services. The NextGen Bus Plan prioritized investing in EFCs and that has likely also contributed to the 1% increase in the share of boardings that continues to be seen in EFCs in 2023.

Average Trip Length

Average passenger (unlinked) trip length dropped from 4.2 miles to just below 3.0 miles in the early pandemic 2020-2021 for the Metro bus system. This trend was likely due to a significant reduction in long-distance commute trips. As ridership recovered in 2022, average passenger trip lengths have increased to around 3.5 miles, remaining well below pre-COVID lengths. This type of change was expected as COVID has transitioned trip-making overall to shorter trips, which was a market identified through the NextGen Bus study as a significant opportunity to grow ridership with more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays as well as weekends.

Ridership by Service Tiers and Lines

Ridership was assessed based on individual lines, or in some cases by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines, for a fair comparison of the changes in ridership. The comparison was based on average September 2023 versus September 2019 ridership for each day type (weekday, Saturday, Sunday). While there are 120 Metro bus lines, ridership recovery rates were based for 82 weekday, 75 Saturday, and 75 on Sunday line/line groups. Detailed data is included in Attachments B, C, and D respectively.

The overall system ridership recovery rate in September 2023 was 78.6% for weekdays, 86.0% for Saturday, and 92.4% for Sunday when compared to September 2019 as a pre-COVID baseline. There were 6 weekday, 14 Saturday, and 24 Sunday lines/line groups exceeding their pre-COVID September 2019 ridership numbers in September 2023. The review focused on lines showing above and below system average ridership recovery. The review also looked at lines/line groups for each of the four NextGen Bus Plan Tiers.

The high number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up 46% of overall lines) with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery:

- Weekday: 20-Tier 1 and 14-Tier 2 lines/line groups compared to only 4-Tier 3, 7-Tier 4 lines/line groups.
- Saturday: 14-Tier 1 and 12-Tier 2 lines/line groups compared to only 6-Tier 3, 5-Tier 4 lines/line groups
- Sunday: 14-Tier 1, 12-Tier 2, compared to only 5-Tier 3, 9-Tier 4 lines/line groups.

The Tier 1 and Tier 2 higher frequencies appear to be showing stronger recovery; some of these lines also include route changes to better connect riders to key destinations.

Common to some of the Tier 1 and Tier 2 lines with less ridership recovery was that they serve downtown LA, a location that has seen reduced daily trip making for work due to factors such as

increased telecommuting. Some of these lines were also restructured in ways that moved some of their riders to other lines. An opportunity exists to further promote downtown LA travel on the Metro bus network for work, but more so leisure and event activities.

This same pattern was noted for the G and J Line BRT services that had notably lower ridership recovery, especially on weekdays. Prior to COVID, these lines had higher usage by discretionary riders who appear now in 2023 to not be traveling as much for work in downtown LA or other locations such as Van Nuys or Warner Center. Also notable were ridership changes in the Vermont corridor, where both frequent Local and Rapid bus lines have continued to operate. The ridership recovery rate for the corridor overall was 77.4% weekdays, with the Local bus line 204 having a recovery rate of 95.2%. By comparison, the Vermont Rapid Line 754, serving the same a very high EFC corridor with the same frequency as the local line, but on a limited stop format, had a ridership recovery rate of 59.0%. The Line 754 saw notably high cancellation rates in 2022, which may have seen people divert to using the local bus. The same patterns were seen for Saturday (Local 104.4%; Rapid 56.1%) and Sunday (Local 99.4%; Rapid 65.9%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for their strong ridership recovery as a group, though there were other Tier 2 lines across the Metro service area with high ridership recovery rates.

There were a number of Tier 3 lines that had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines with low ridership recovery were commonly low frequency (40-60 minute frequency), in most cases with no NextGen route change and a lower percentage of route miles serving EFCs. It will be important to test the best performers among these lines to upgrade to 30 minute service to see what impact that might have on their ridership recovery.

Speed and Reliability

As part of the NextGen Bus Plan, over 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines. This was followed by Alvarado St, and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements as well as the positive perception of such speed improvements by riders in post-implementation surveys. These lanes will support ridership recovery by increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as on Florence Av plus expanded transit signal priority and all door boarding programs during 2024.

More details for line-level ridership can be found in a report (Attachment A) and data tables (Attachments B, C, D). In general, this analysis shows the NextGen Bus Plan's focus on a fast, frequent, and reliable network is supporting higher ridership recovery. These ridership recovery results will continue to be tracked and reported on as further investment in NextGen bus speed and reliability improvements occur, including new bus lanes and expanded transit signal priority and all door boarding. Staff will next review ridership up to Thanksgiving 2023 as the basis for the next report to be presented in March 2024.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities where transit was more likely to provide key mobility options for residents. This analysis shows a greater proportion of ridership occurring in EFC residents after the NextGen changes.

A central goal of the intent of the NextGen Bus Plan is to provide improved transit service frequencies, travel times, and reliability improvements to Metro system riders of which 8 in 10 are Black, Indigenous, and/or other People of Color (BIPOC), nearly 9 in 10 live in households with total annual earnings below \$50,000, and nearly 6 in 10 are below the poverty line. The NextGen Bus Plan system provides the highest service levels on Metro bus lines that serve Metro's EFCs. This includes improved off-peak frequencies that have helped essential workers and essential trips with an increased share of off-peak ridership noted during the height of the pandemic. Staff will continue to monitor ridership in EFC and Non-EFC areas to ensure the benefits of NextGen are benefiting marginalized groups.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plans:

Goal #1: Provide high quality mobility options that enable people to spend less time traveling. Improving the speed and reliability of the bus network will reduce transit travel times, as well as improve competitiveness with other transportation options.

Goal #2: Deliver outstanding trip experiences for all users of the transportation system. These initiatives help to move more people within the same street capacity, where currently transit users suffer service delays and reliability issues because of single occupant drivers.

Goal #3: Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and employment, with greater confidence that they will reach their destination on time.

NEXT STEPS

The NextGen Bus Plan network ridership will continue to be monitored through the remainder of 2023 as Metro continues to deliver full service. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will continue to implement new bus speed and reliability improvements, such as new bus lanes. Another update is planned for the Board in March 2024, tracking the detailed progress on ridership recovery during the period from October through December 2023. Monthly bus and rail system overall ridership is reported.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis

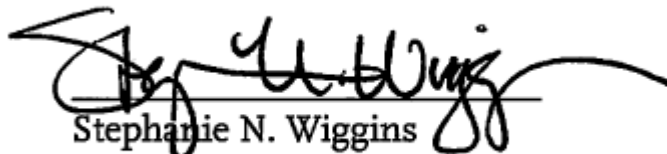
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group,
September 2023 to September May 2019

Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group,
May 2023 to May 2019

Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group,
May 2023 to May 2019

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NextGen Ridership Analysis

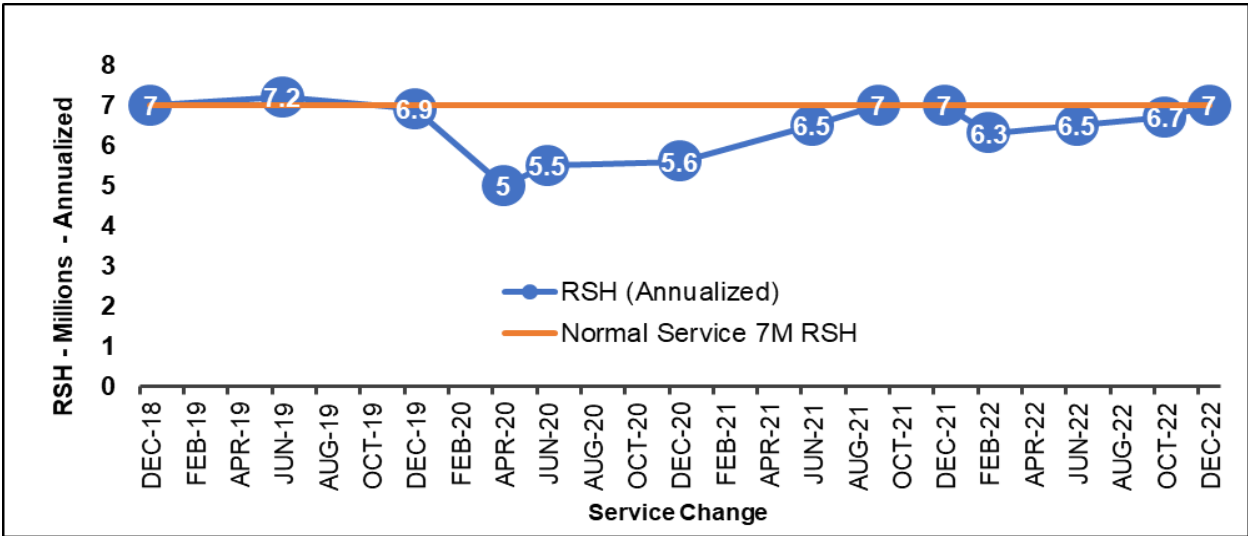
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2023). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community, beginning in March 2020.

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 to 2023 (when ridership last peaked), as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards the restoration of service levels. The most significant increase to restore service levels occurred in June 2021, with a jump from 5.6 million to 6.5 million annual RSH with the second phase of NextGen Bus Plan changes. Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December 2021.

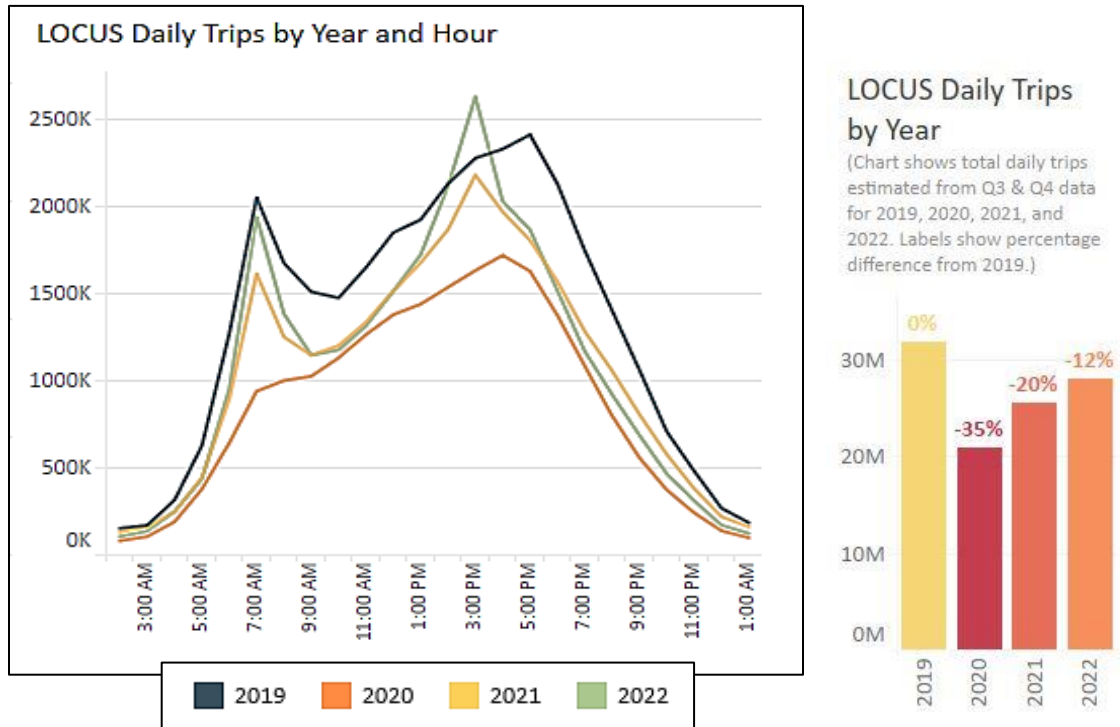
Chart 1: Metro Bus Service – Annual Revenue Service Hour Levels 2019 – 2022



However, the national shortage of bus operators led to high service cancellation levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, at which time the 7 million RSH was again restored. Hiring of new bus operators

continues during 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service levels in 2023 and beyond. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

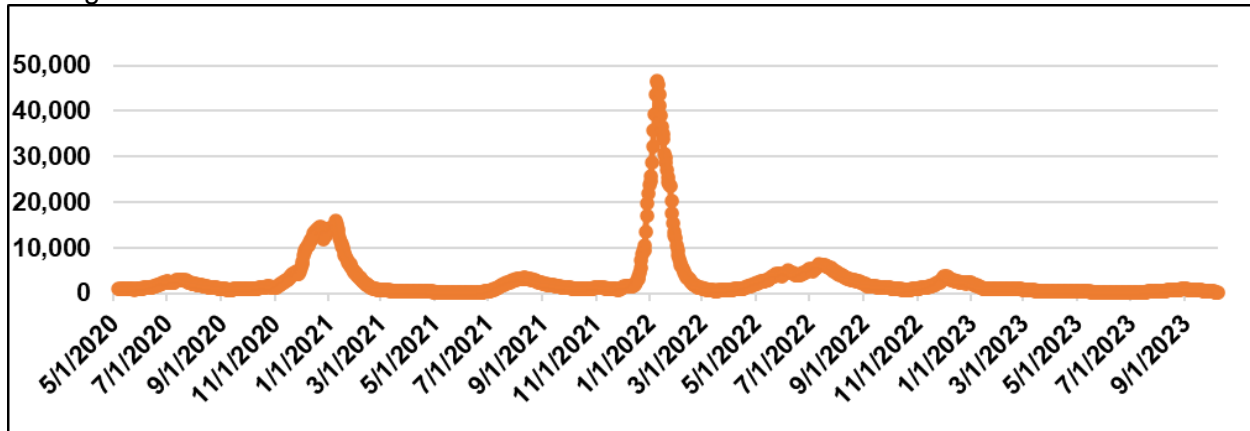
Charts 2 and 3: Total Trips By Time of Day and By Year, LA County 2019-2022



Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continues to recover but remains below pre-COVID levels. After an initial 35% drop in 2020 with the pandemic, travel demand rebounded strongly 2020 to 2021 recovery (+15%) with a smaller recovery between 2021 and 2022 (+8%), with total travel demand remaining overall about 12% below pre-COVID levels. However, patterns by time of day are mixed. AM peak travel volumes returned to pre-COVID levels in 2022, with a new afternoon peak exceeding pre-COVID levels in the 3 PM hour, though other time periods such as midday, 5 PM “commuter peak”, and evenings changed very little between 2021 and 2022.. Some of this lack of recovery may also relate to more online services and commerce (midday) as well as more telecommuting (5 PM peak). These trends will continue to be monitored to help understand bus ridership patterns in 2023. Recent research by UCLA suggests changes in not just work commutes but also other travel segments.

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership that occurred at these times. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers have remained very low in 2023.

Chart 4: LA County (excluding Long Beach, Pasadena) New Daily COVID Cases 7-Day Average



Weekday Bus System Ridership

After the initial 70% drop in ridership in March/April 2020 with the onset of the COVID-19 pandemic, weekday ridership recovered steadily beginning in the second half of 2020 and continued throughout 2021 and the first half of 2022. This growth was similar to that illustrated in Charts 2 and 3 of overall travel in LA County in terms of the initial large increase in travel and bus ridership in 2021 with more gradual growth in 2022.

The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the ridership decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus ridership decrease in December/January was seen in 2020, 2021, and 2022, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

Ridership growth continued steadily even with minimal increases in bus service between June 2020 and June 2021 as available spare capacity was utilized to accommodate growth. The significant service restoration in the second half of 2021 (see Chart 1) added valuable extra capacity to accommodate and incentivize the return of ridership.

The reintroduction of fares in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll strong school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and

2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due to the bus operator shortage.

Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. At the time of writing this report (October 2023), operator staffing levels are fully restored. Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

Chart 5: Percentage Cancelled Service By Week

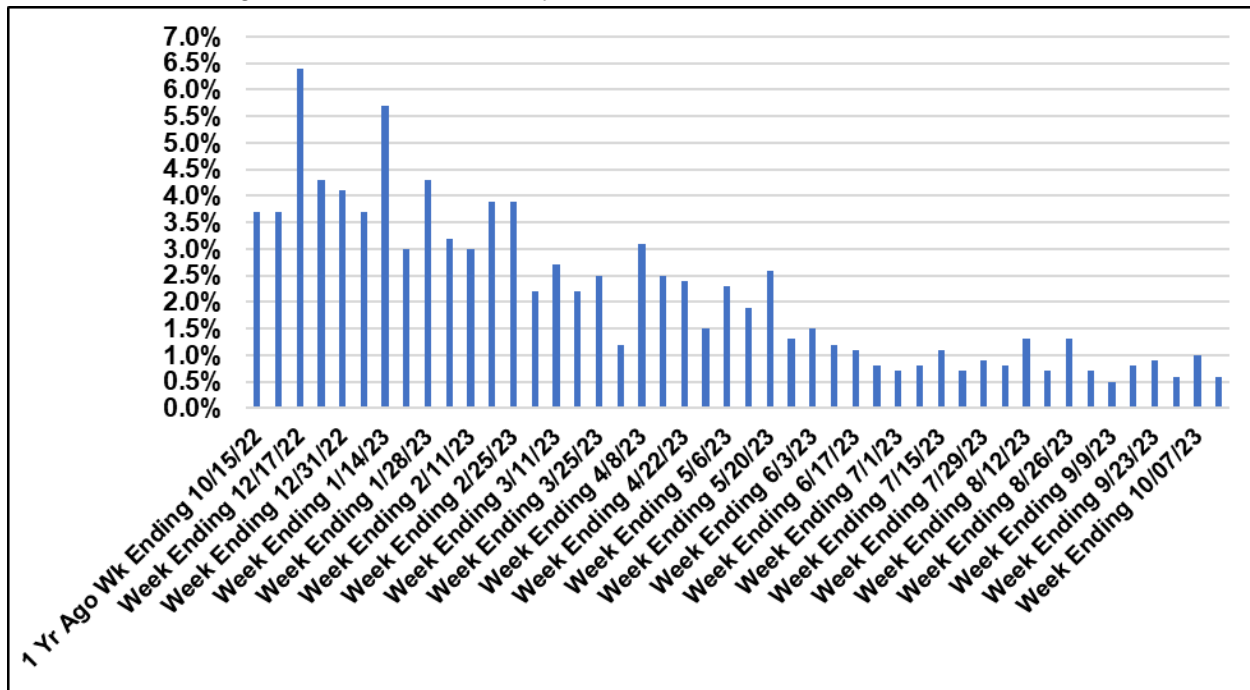
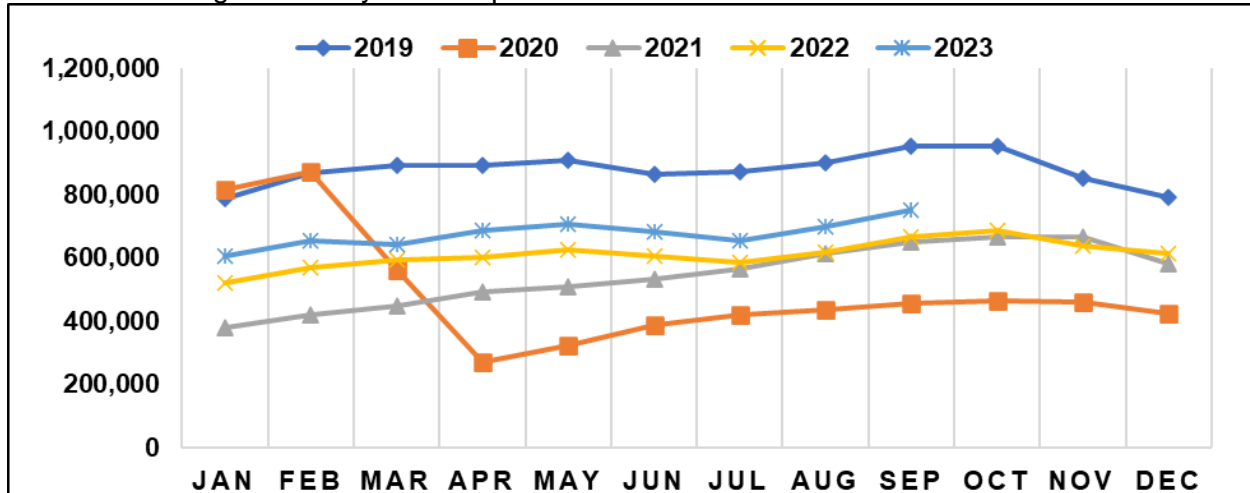


Chart 6 – Average Weekday Ridership 2019 – 2023

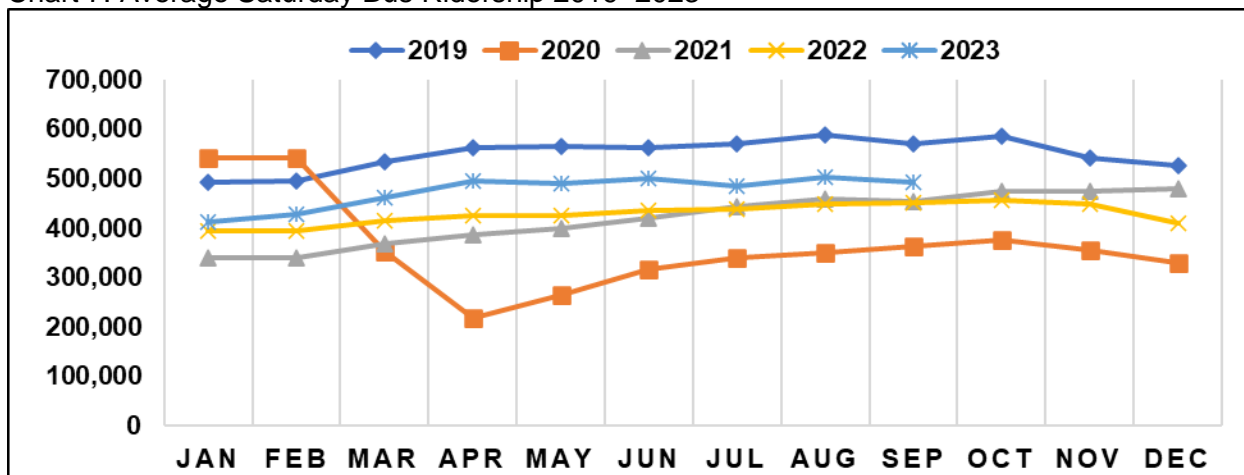


As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through September 2023, with September 2023 Weekday ridership at 78.6% of pre-COVID 2019 levels. May 2023 weekday ridership exceeded 700,000 for the first time since COVID impacts were felt and September 2023 average weekday ridership exceeded 750,000 for the first time since the pandemic.

Saturday Bus System Ridership

Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7.

Chart 7: Average Saturday Bus Ridership 2019–2023



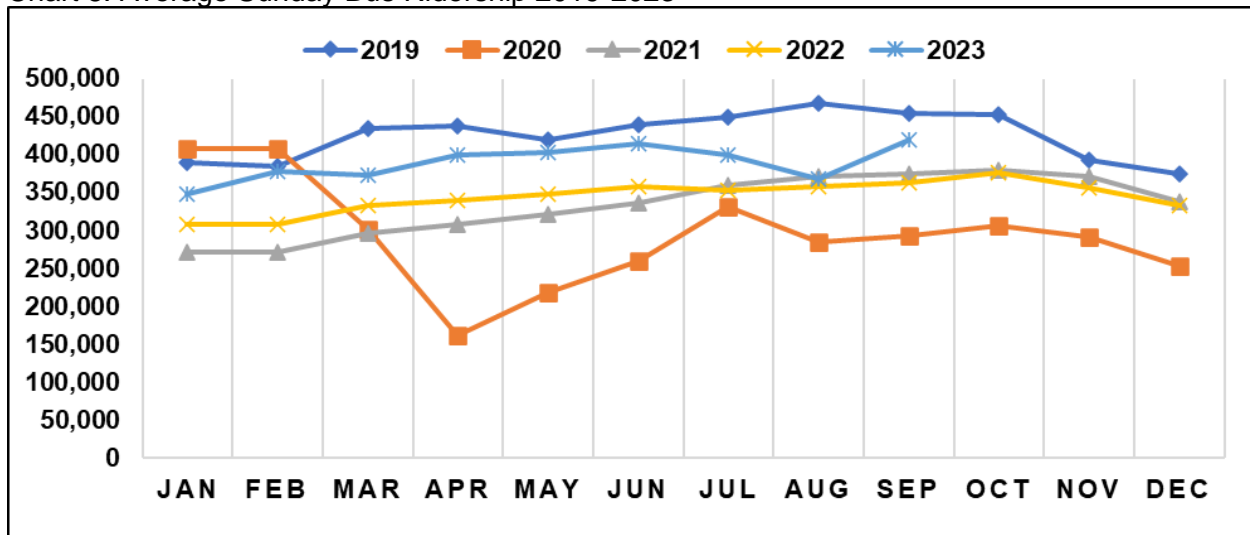
As was seen with weekdays, service reliability was a problem in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators hiring, has improved service in 2023 with gains in ridership seen.

Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip in the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of September 2023, Saturday ridership was 86% of pre-COVID levels.

Sunday Ridership

Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year.

Chart 8: Average Sunday Bus Ridership 2019-2023

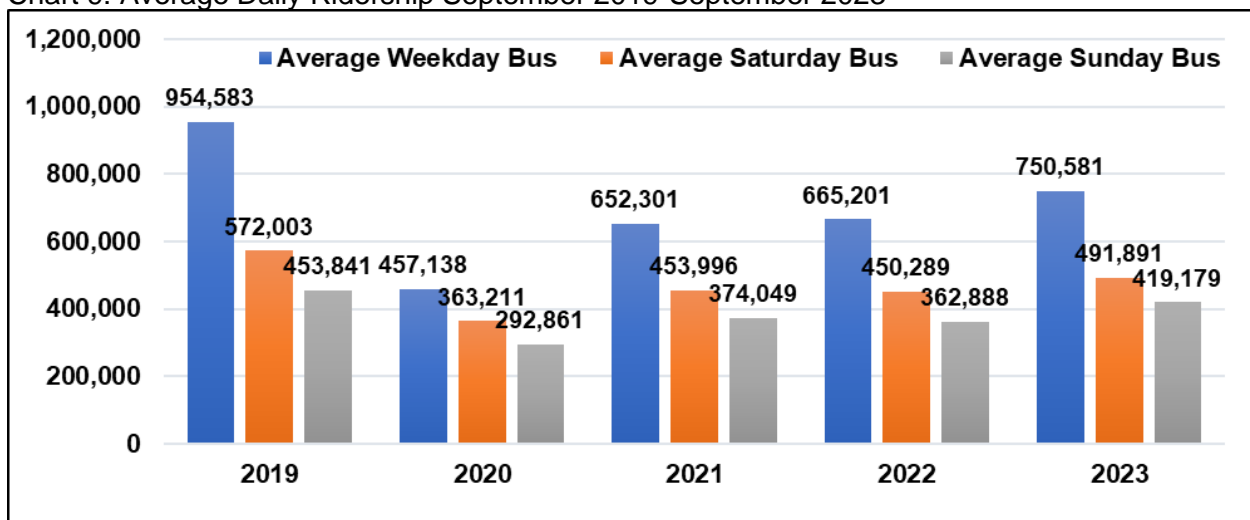


By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with Sunday bus service seeing the highest levels of cancellations due to the bus operator shortage in 2022. For the first half of 2023, growth continued, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94% recovery rate. As of September 2023, the recovery rate was 92.4%.

Current Ridership

September average daily ridership between 2019 and 2023 shown in Chart 9 is provided as the most recent available at the time of preparation of this board report.

Chart 9: Average Daily Ridership September 2019-September 2023



After an initial large increase in September 2021 over September 2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to incrementally increase between September 2021 and September 2022. This slower rate of growth may be expected after the large surge in ridership in 2021 and is similar to the

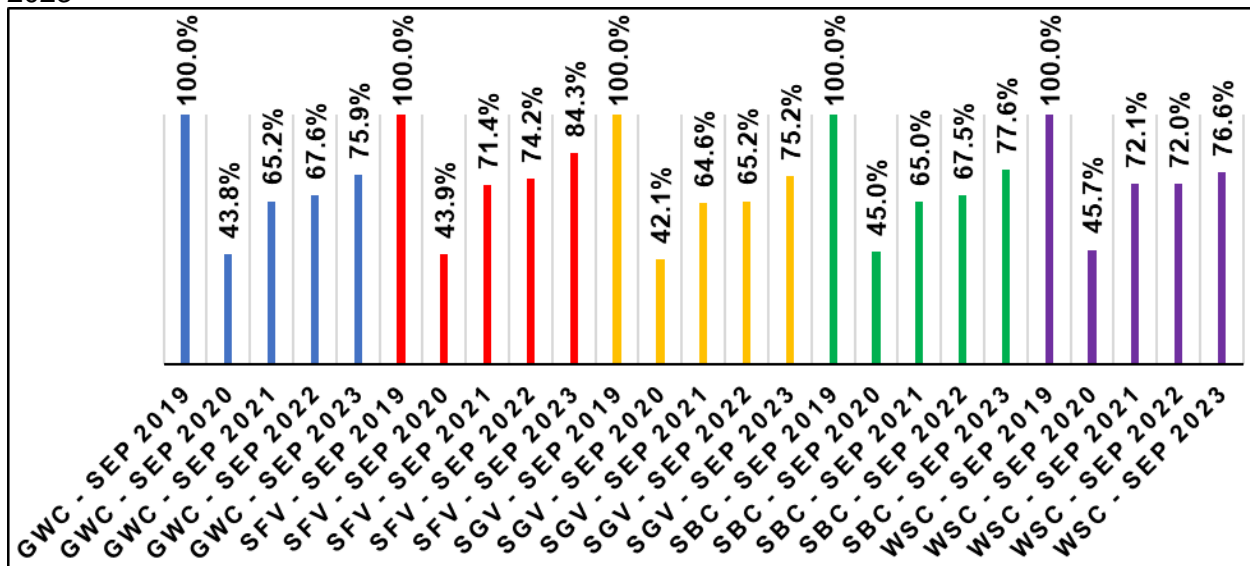
slower growth in travel demand as shown in Charts 2 and 3 as well as to bus service reliability problems at that time.

Metro reduced bus service by 10% in February 2022 in response to significant service cancellations caused by a shortage of bus operators. Bus service levels were fully restored by December 2022 and service reliability improved significantly in 2023 as the bus operator shortage was resolved. Full service restoration and improved reliability together with the LIFE and GoPass fare programs have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial ridership gains in 2023 over the previous September, for both weekdays and weekends.

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC) areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV) and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery, exceeding 84% in 2023. This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 77.6% for the South Bay Cities and 45.7% for the San Gabriel Valley.

Chart 10: Average Weekday Ridership Recovery by Service Area, September 2019-September 2023



Historically, the San Fernando Valley transit lines had less frequent off-peak service. With the NextGen service improvements, local lines in the San Fernando Valley improved frequency in the midday weekdays as follows:

- Tier 1: three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)

- Tier 2: seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- Tier 3: four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- Tier 4: two lines increased from every 60 to every 40 minutes (Lines 242, 243)

A total of 19 San Fernando Valley lines have improved weekday midday frequencies. Several key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the ridership recovery.

Highlights from NextGen frequency changes weekdays in the Westside Central service area include:

- Tier 1: Nine local lines had frequencies improved:
 - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset - Alvarado)
 - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)
 - Line 18 increased from every 10 to 7.5 minutes weekday midday (6th - Whittier)
 - Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6th St)
 - Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic BI)
 - Line 30 increased from every 12 to 10 minutes midday (Pico BI)
 - Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice BI)
 - Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic BI)
 - Line 217 increased from every 12-15 to every 10 minutes peak and midday periods
- Tier 2:
 - Line 10 increased from every 20 to 15 minutes midday
 - Line 603 increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
 - Line 605 increased from every 23 to every 15 minutes midday
- Tier 4: Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

Highlights from NextGen frequency changes weekdays in the South Bay Cities service

area include:

- Tier 1: Eight local lines had frequency improved:
 - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday periods
 - Line 45 increased from every 15 to every 10 minutes midday
 - Line 51 increased from every 12 to 7.5 minutes midday
 - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday periods
 - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
 - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday periods
 - Line 210 increased from every 20 to every 10 minutes peak and midday periods
 - Line 212 increased from every 12-15 to every 10 minutes peak and midday periods
 - Express service J Line increased from every 15 minutes to every 10 minutes during midday periods
- Tier 2: three local lines had improved frequencies
 - Line 110 increased from every 24 to every 15 minutes midday
 - Line 117 increased from every 18-20 to every 15 minutes peak and midday periods
 - Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
 - Line 125 increased from every 25-35 to every 20 minutes peak and midday periods
 - Line 232 increased from every 22 to every 15 minutes peak periods
 - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
 - Line 202 added new 60-minute midday service
 - Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights from NextGen frequency changes weekdays in the Gateway Cities service area include:

- Tier 1: five local lines had frequency improvements:

- Line 53 increased from every 15 to every 10 minutes midday
- Line 60 increased from every 18 to every 10 minutes midday
- Line 105 increased from every 18-20 to every 10 minutes peak and midday periods
- Line 108 increased from every 10 to every 7.5 minutes peak periods and from every 15 to every 10 minutes midday
- Line 251 increased from every 22 to every 10 minutes midday
- Tier 2: Line 55 increased from every 15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
 - Line 127 added new 60-minutes peak and midday periods
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- Tier 1: three local lines had frequency improvements:
 - Line 70 increased from every 15 to every 7.5 minutes peak and midday periods
 - Line 78 increased from every 20 to every 10 minutes midday
 - Line 180 increased from every 12 to every 10 minutes midday
- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday
- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Saturday ridership recovery has occurred across all regions between September 2020 and September 2023. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (96.9%). The other four areas show recovery rates between 76.8% on the lower end (Gateway Cities) and 82.1% (South Bay Cities) South Bay, San Gabriel, and Westside Central all had recovery rates of over 80%. San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

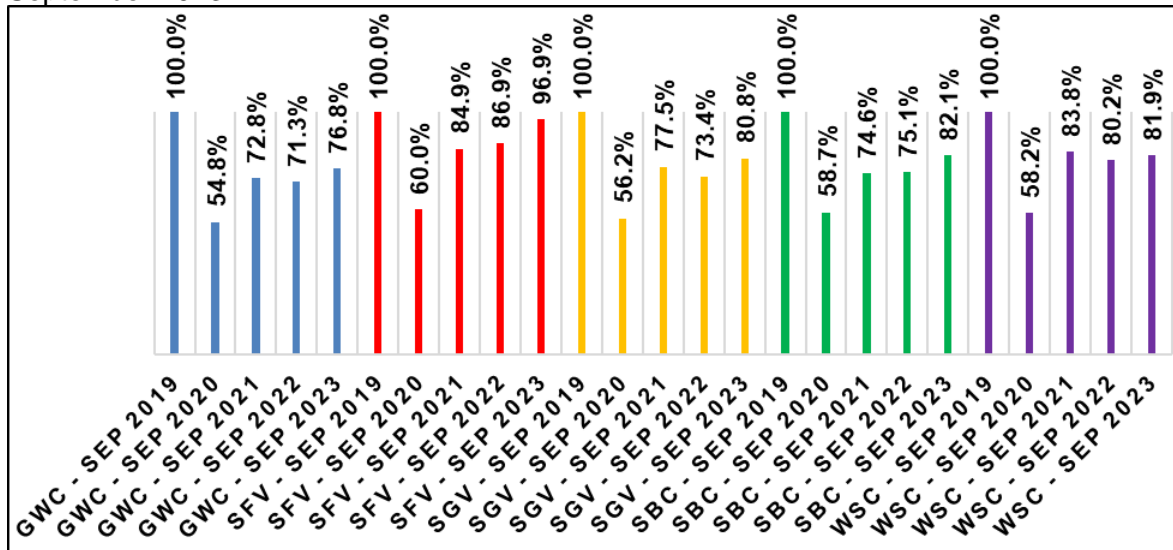
- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)

- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

Three lines gained Saturday service (Oxnard/Burbank, Saticoy, White Oak) that previously had no weekend service, The same refocus of two lines on North Hollywood weekdays was made on Saturday (Lines 90, 94).

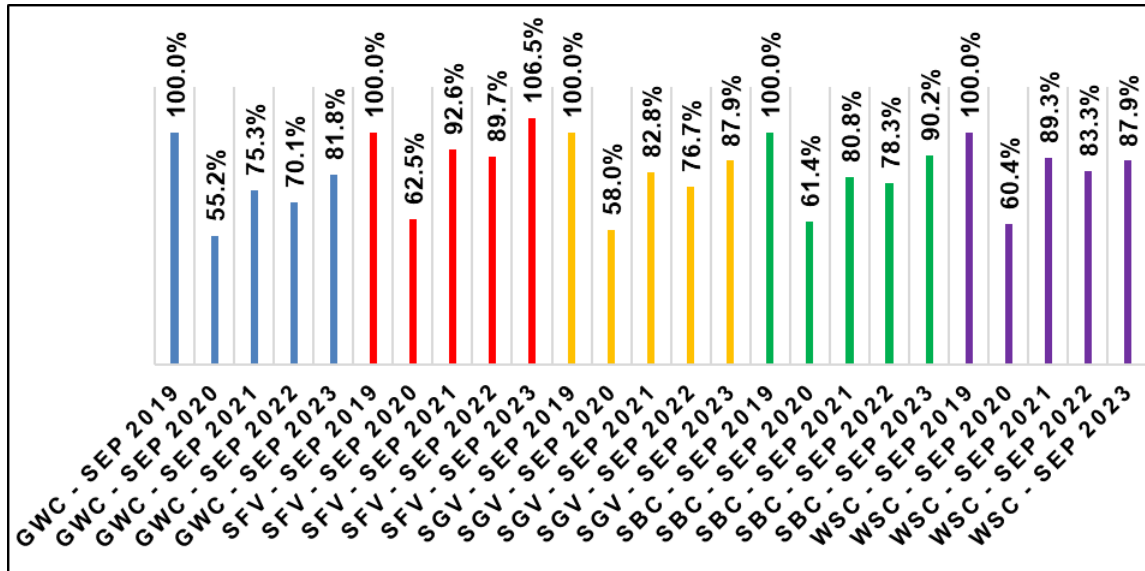
The percentage of Saturday ridership recovery by area is shown in Chart 11.

Chart 11: Average Saturday Ridership Recovered by Service Area, September 2019 - September 2023



Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between September 2020 and September 2023. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has exceeded the pre-COVID 2019 ridership for that area (106.5% recovered). The Westside Central, San Gabriel Valley, and South Bay Cities all show recovery rates approaching or at 90%. The GWC area again shows the least recovery (81.8% recovery), well below other areas' recovery rates that are above 87%.

Chart 12: Average Sunday Ridership Recovered by Service Area, September 2019 - September 2023



The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones but were still significant:

- Tier 1: two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- Tier 2: one local line increased from every 32 to every 20 minutes (Line 152)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)

Five lines in the San Fernando Valley gained Sunday service (Oxnard/Burbank, Saticoy, Tampa, Winnetka, White Oak) that previously had no weekend service, The same refocus of two lines on North Hollywood weekdays was made on Sunday (Lines 90, 94).

The changes made in frequency, days of operation, and routing likely have all combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve higher ridership recovery in this area.

Highlights from NextGen frequency changes weekends in the Westside Central service area include:

- Tier 1: nine local lines had improvements made:
 - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
 - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday

- Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
- Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
- Line 30 increased from every 12 to 10 minutes Saturday and Sunday
- Line 33 increased from every 20 to 10 minutes peak hours and midday
- Line 66 increased from every 20 to every 15 minutes Sunday
- Line 217 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
- Tier 2:
 - Line 14-37 increased from every 20 to 15 minutes Saturday and Sunday
 - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
 - Line 605 increased from every 35 to every 20 minutes midday
 -
- Tier 4: Line 617 (formerly Line 17) had new 60 minute Saturday and Sunday service added

Highlights from NextGen frequency changes weekends in the South Bay Cities service area include:

- Tier 1: Seven local lines had frequency improvements
 - Line 40 increased from every 20 to every 12 minutes Saturday and from every 20 to every 15 minutes Sunday
 - Line 45 increased from every 15 to every 10 minutes Sunday
 - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
 - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
 - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
 - Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- Tier 3: two local lines had frequency improvements made:
 - Line 125 increased from every 40 to every 30 minutes Sunday
 - Line 246 increased from every 40 to every 30 minutes Saturday and from

every 60 to every 30 minutes Sunday

- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights of NextGen weekends frequency changes in the Gateway Cities service area include:

- Tier 1:
 - Line 53 increased from every 20 to every 15 minutes Sunday
 - Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
 - Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- Tier 4:
 - Line 127 added new 30-60 minute Saturday and Sunday service
 - Lines 128 and 258 added new 60-minute Sunday service
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

Highlights of NextGen weekends frequency changes in the San Gabriel Valley service area include:

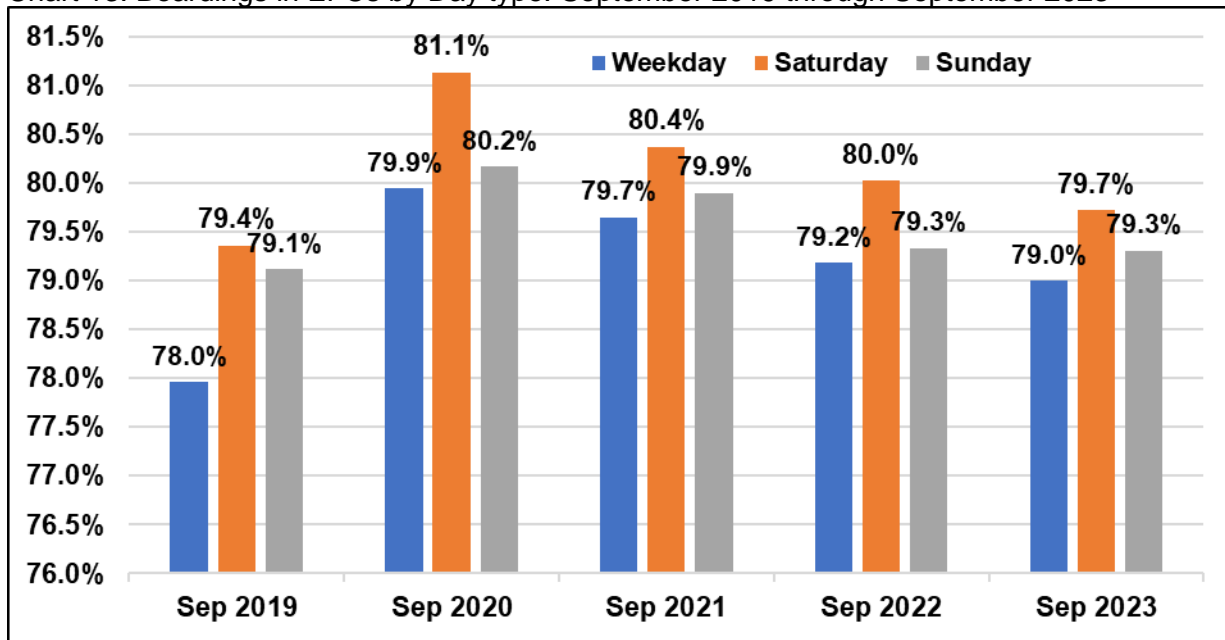
- Tier 1: Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- Tier 3: Line 266 increased from every 45 to every 30 minutes Saturday and Sunday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Bus System Ridership of Equity Focus Communities (EFC)

Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between 2019 (pre-NextGen and pandemic) through 2023.

The proportion of boardings occurring in Metro's 2023 EFCs increased by 1-2% in 2020 as was expected with the pandemic and those with limited other options travelling as needed. This increased share of boardings was smaller in 2022 and 2023 with around 1% higher for weekdays and around 0.5% weekends, suggesting that the NextGen changes have benefitted EFCs where transit is critical to access to jobs, services, and opportunities, more than other areas.

Chart 13: Boardings in EFCs by Day type: September 2019 through September 2023

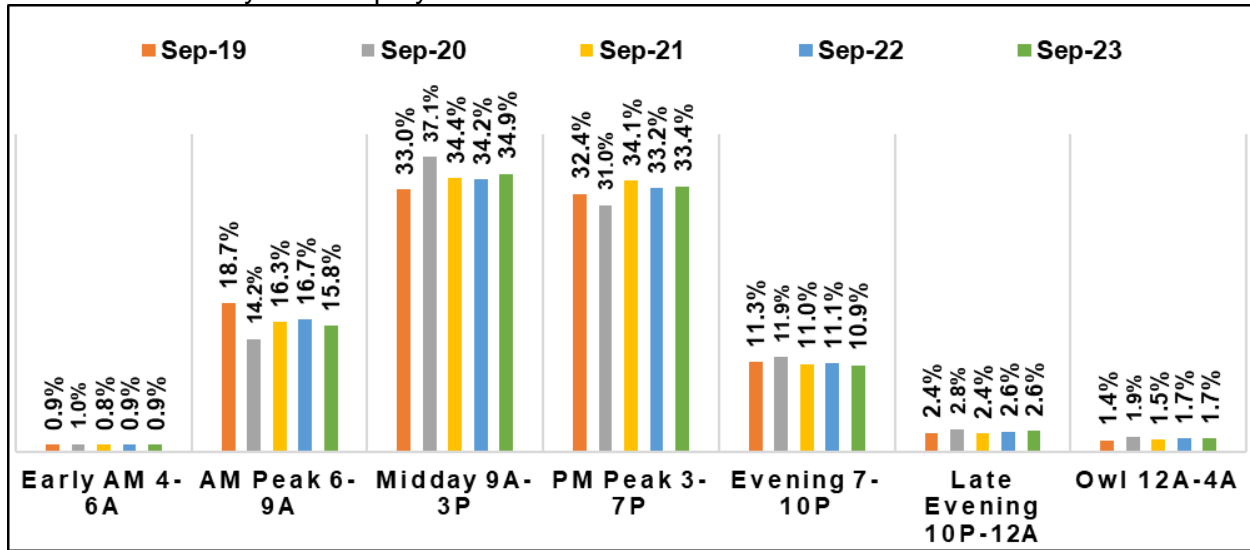


This higher proportion of trips in EFCs reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest, even during the early months of the COVID-19 pandemic, and just as important now. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan.

Average Ridership by Time of Day

Consistent with the decrease in peak period travel due to the impacts of the COVID pandemic, the AM and PM peak shares of average weekday ridership dropped by 4% and 1% respectively with many people traveling less in 2020 compared to 2019. Midday ridership took up a larger share (+4%) of average weekday ridership in 2020. By 2022 and 2023, the share by time period had returned to about 1% higher than 2019 levels for the PM peak, though the AM peak share remained around 3% below the 2019 level. There is a 2% increase in 2023 for midday travel compared to 2019, and that comes at the expense particularly of weekday AM peak travel. This may suggest the improved midday weekday service frequencies for many transit lines implemented as part of the NextGen Bus Plan have been successful in gaining a larger share of ridership. Late evening and Owl periods are also up slightly in 2023 compared to their share of 2019 ridership, though evening is down slightly. Weekday ridership by time period is depicted in Chart 14.

Chart 14: Weekday Ridership by Time Period



As shown in Charts 15 and 16, Saturday and Sunday midday shares of ridership peaked in 2020 and 2021 respectively, but by 2023 they dropped below 2019 levels. Saturday and Sunday AM peak shares returned to above 2019 levels on Sundays, remained below 2019 levels on Saturdays, and dropped in 2020 and 2021. PM Peak, evening, late evening, and overnight Owl ridership shares remained generally around 2019 levels, other than PM peak dropping in 2020. The NextGen Bus Plan service level changes on weekends were not as large as those on weekdays so changes between time periods were not as large.

Chart 15: Saturday Ridership by Time Period

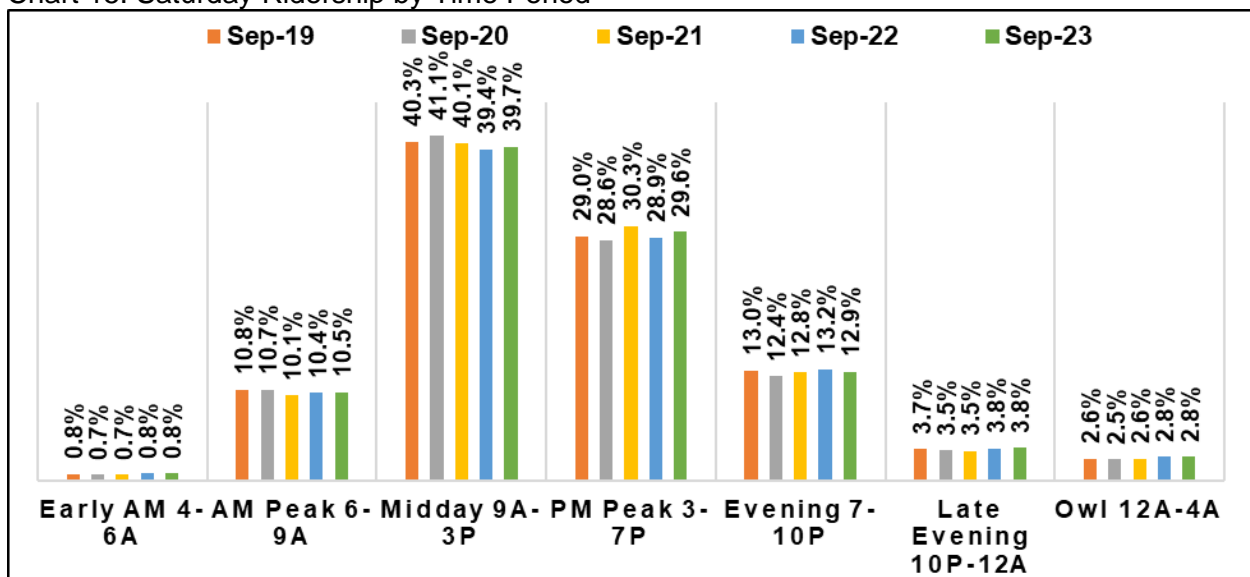
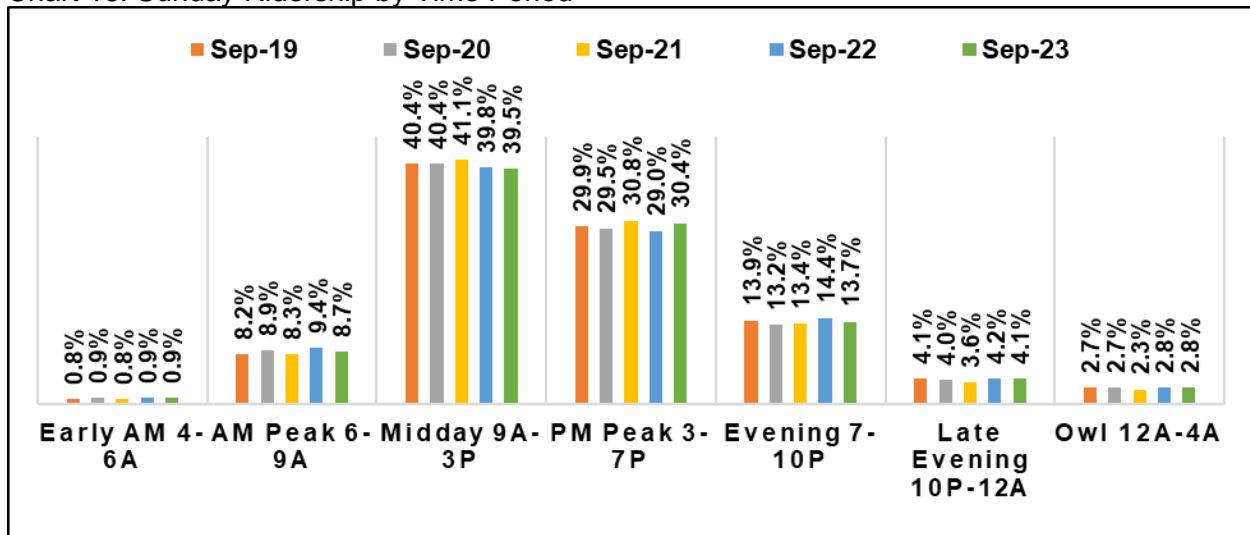


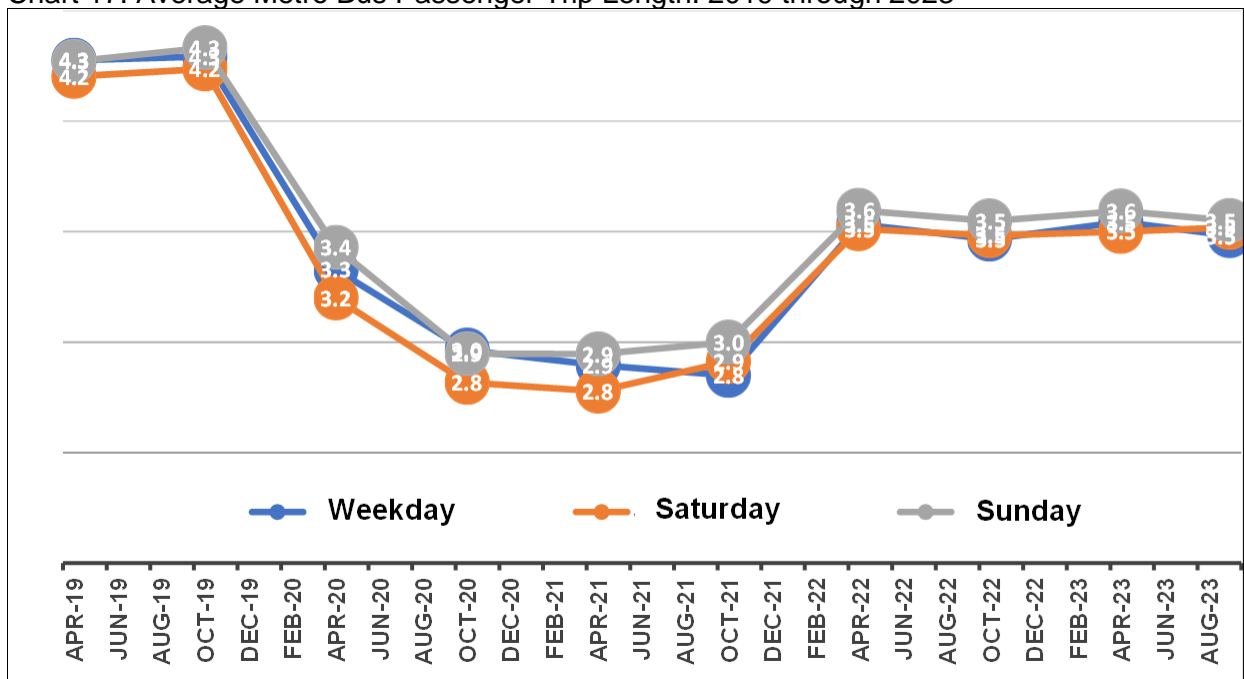
Chart 16: Sunday Ridership by Time Period



Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2023. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to 2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for two points in each year from 2019 through 2023.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2023



Ridership by Line and Line Group

Ridership was assessed based on individual lines, or in some cases by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines, for a fair comparison of the changes in ridership. Ridership recovery rates for 82 weekday, 75 Saturday, and 75 on Sunday line/line groups are included in Attachments A, B, and C respectively.

Table 2: Ridership Recovery Distribution, September 2023 versus September 2019

Average % Ridership Recovery Sept 2023 versus Sept 2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
>= 140.0%	0	0	1
130.0 – 139.9%	0	2	1
120.0 – 129.9%	0	3	5
110.0 – 119.9%	1	1	6
100.0 – 109.9%	5	8	11
90.0 - 99.9%	20	13	21
80.0 - 89.9%	15	25	13
70.0 - 79.9%	18	15	13
60.0 - 69.9%	13	3	3
50.0 - 59.9%	7	4	0
40.0 - 49.0%	1	0	0
30.0 - 39.9%	2	1	1
Total Lines/Line Groups	82	75	75

Table 2 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of September 2023 compared to September 2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in September 2023 was 78.6% for weekdays, 86.0% for Saturday, and 92.4% for Sunday when compared to May 2019 as a pre-COVID baseline. There were 6 weekday, 14 Saturday, and 24 Sunday lines/line groups exceeding their pre-COVID September 2019 ridership numbers in September 2023.

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020, but also reflect the impacts of the NextGen Bus Plan with its focus on fast, frequent, and reliable service. The following review of results focuses on analysis of NextGen Bus Plan impacts to ridership.

Service Reliability

September 2023 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID levels of cancellations in September 2019. This was the result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. Service cancellations therefore should not be a

major factor in explaining ridership recovery, though the opportunity exists for Metro to message about the now-reliable service to riders and those who may be hesitant to return to the system due to past unreliable service experiences.

Service Frequency:

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2). When looking overall at weekday line by line ridership recovery compared to the system average ridership recovery weekdays of 78.6% recovered, 20-Tier 1, 14-Tier 2, 4-Tier 3, and 7-Tier 4 lines/line groups had above average ridership recovery.

- The high number of Tier 1 and Tier 2 lines with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over 86% recovered with a mix of 14-Tier 1, 12-Tier 2, 6-Tier 3, and 5-Tier 4 lines/line groups.
- Sunday lines that were over 92.4% recovered were a mix of 14-Tier 1, 12-Tier 2, 5-Tier 3, and 9-Tier 4 lines/line groups.

Tier 1 Highest Frequency Lines:

NextGen Tier 1 lines provide at least 10 minute or better service frequency weekday peak and midday periods on Metro's busiest ridership corridors, with typically 10 to 15-minute weekend service frequency.

The weekday ridership recovery for Tier 1 NextGen service included a high of 111.7% for Line 66 serving E Olympic/W 8th St (this line also had a strong in its Saturday 101.0%, and Sunday 113.3% ridership). Six other Tier 1 lines/line groups exceeded 90% recovery weekdays:

- Vermont Local Line 204: 95.2% weekday, 104.4% Saturday, 99.4% Sunday.
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 94.4% weekday, 109.4% Saturday, 118.0% Sunday.
- Florence Av Line 111: 93.8% weekday, 89.2% Saturday, 89.9% Sunday
- Slauson Av Line 108: 92.5% weekday, 90.8% Saturday, 108.0% Sunday
- 3rd St Line 16 90.6% weekday, 92.5% Saturday, 100.4% Sunday
- Soto St Line 251: 90.3% weekday, 85.8% Saturday, 99.2% Sunday.

These higher recovery Tier 1 lines serve the most transit-dependent EFCs through areas such as South LA, the inner Westside, East LA, and the San Fernando Valley. Besides the high frequencies offered on both peak and midday weekdays that are assisting the recovery of some of these lines is improved access, such as:

- Line 66 trips serve Commerce Center and are one of the closest services

available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park.

- Line 761 now provides all-day, all-week Rapid service on Van Nuys BI in addition to frequent Local Line 233.
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there)

An additional 12 NextGen Tier 1 lines exceeded system average ridership recovery weekdays. Among these was Line 53 with 89.3% recovery weekdays (92.1% Saturday, 109.6% Sunday), which benefitted from both high frequency and a reroute to Willowbrook/Rosa Parks Station, thus providing access to more transit connections and local retail, medical, and educational facilities.

Half of the Tier 1 lines focus on downtown LA, such as Lines 4 (Santa Monica BI), 18/20/720 (Whittier BI/Wilshire BI), 33 (Venice), 40 (MLK/Hawthorne BI), 70 (Garvey/Cesar Chavez), and 78 (Huntington/Las Tunas); less travel to office jobs in downtown may be impacting these lines. In some cases, these lines exceeded the system average ridership recovery on Saturdays and Sundays. This group represents an opportunity to promote downtown LA travel for both work and leisure.

There were nine Tier 1 lines with below system average ridership recovery. Most notable among this group are the two BRT services, with G Line (Orange) at 62.0% and J Line (Silver) at 74.7% on weekdays. The J Line received an increased midday weekday frequency of 10-minute instead of the 15-minute prior frequency while the G Line service did not change, which may explain the higher weekday ridership recovery of the J Line. Again, former markets of weekday discretionary riders may be significantly impacting the recovery of these BRT lines that had higher levels of discretionary riders pre-COVID, though this again opens the opportunity for promotion to build new markets.

- The J Line had 91.1% recovery on Saturdays, and 91.2% recovery on Sundays, suggesting people are using this service actively for events such as games at Expo Park. G Line Saturday recovery was 73.8%, with Sundays at 81.3%, which are better than the weekday rate but still falls below the J Line recovery.
- Vermont Rapid Line 754 had only a 59.0% recovery on weekdays. It experienced very high cancellations in 2022, so it may take some time to rebuild the market now that riders can depend on it. Line 754 operates the same route and service levels as Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 95.2%. The same low ridership recovery pattern for Line 754 held for Saturdays with 56.1% recovery and Sundays 65.9%, compared to Line 204 recovery rates of 104.4% Saturdays and 99.4% Sundays. These patterns require more investigation; if this trend continues, there may need to redistribute service between the Vermont Av Local and Rapid lines.
- Other Tier 1 lines that had significant NextGen route changes include Line 28 (W Olympic BI – 65.5% recovered weekday, 74.0% Saturday, 70.9% Sunday) and Line 30 (Pico BI – 72.7% recovered weekday, 70.9% Saturday, 73.5% Sunday), which both now end in downtown LA and do not travel to northeast LA or East LA

respectively. Line 251 was extended to Eagle Rock to replace Line 28, and hence has much higher ridership recovery, while Line 30 in East LA was replaced by the new E Line light rail through the Regional Connector as well as other bus service. Similarly, the north and south ends of Line 45 on Broadway moved to other lines which helps explain its lower recovery (70.6% weekday, 71.7% Saturday, 85.5% Sunday), though it may also partially relate to loss of Rapid service from this corridor.

- Line 210 on Crenshaw with 77.1% recovery weekday (87.0% Saturday, 99.8% Sunday) likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor.
- Line 66 likely gained ridership from Line 51 in the area west of Westlake/MacArthur Park, with Line 51 recovery at a low 73.3% weekday (73.0% Saturday, 78.6% Sunday).
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 75.7% recovery weekday (77.5% Saturday, 90.7% Sunday), with Line 4 (88.2% recovered weekday, 90.2% Saturday, 95.3% Sunday) gaining more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both these lines is likely being impacted by post-pandemic downtown LA economic recovery.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 90.3% on Soto to a low of 65.5% on W Olympic. The Crenshaw, W Olympic, and Broadway corridors where Rapid lines were replaced by high frequency local bus had below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above. The overall transition away from Rapid lines will need to be further examined through approaches such as rider surveys.

NextGen Tier 2 Lines

The NextGen Tier 2 lines operate 12-15 minute daytime weekday service on some of Metro's next busiest corridors after the Tier 1 corridors discussed above. On Saturdays and Sundays, Tier 2 lines generally range from 20-minute to 30-minute daytime frequencies.

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which have responded well to their improved frequencies of weekday all-day 15-minutes under NextGen. During midday weekdays, these lines previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements still performed strongly, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162 (104.4% weekday, 130.9% Saturday, 127.6% Sunday)
- Vanowen St Line 165 (98.5% weekday, 107.5% Saturday, 123.0% Sunday)
- Nordhoff St Line 166 (96.0% weekday, 112.3% Saturday, 128.9% Sunday)
- Victory Bl Line 164 (95.5% weekday, 87.6% Saturday, 97.3% Sunday).
- Roscoe Bl (86.3% weekday, 100.0% Saturday, 115.8% Sunday)

The Roscoe Bl recovery weekdays was notably lower, though still well above the system average, primarily due to route segments moved to other lines including Sherman Way.

Other notably high ridership recovery NextGen Tier 2 lines are discussed here with frequency improvements a common theme among them:

- Line 605 (LAC USC Medical Center Shuttle - 96.6% recovery weekdays, 127.2% Saturday, 123.7% Sunday) linking Boyle Heights high EFC area to key medical centers benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35 minute service).
- Line 55 (Compton Av – 93.9% recovery weekdays, 95.3% Saturday, 104.2% Sunday) between Willowbrook and downtown LA, through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery.
- Lines 110 (Gage Av – 93.0% recovery weekdays, 89.6% Saturday, 104.6% Sunday) and 117 (Century Bl – 92.3% recovery weekdays, 89.5% Saturday, 99.2% Sunday), which both serve EFC communities through South LA and the Gateway Cities. These lines now have consistent 15-minute all-day service in place of their previous 19-24 minute midday weekday frequencies. They recovered strongly on weekends even without significant frequency improvements.
- Line 603 on Hoover St links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 91.2% recovery on weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan. Saturday was 92.4% recovery with 12-minute frequency in place of the previous 18-minute, though Sunday was lower at 84.6% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.
- Three other Tier 2 lines, Line 94 (San Fernando Rd North Hollywood), Line 206 (Normandie Av), and Line 260 (Atlantic Bl) had weekday recovery rates of slightly above average at 79.0%, 79.2%, and 80.4% respectively. Lines 94 and 260 were both significantly restructured, which may in part impact their lower overall recovery:

- Line 94 offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood, with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency line. The Line 94 group had stronger weekend recovery, with 104.0% Saturday and 112.9% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining from the Line 94 changes.
- Line 260 also offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Its weekend recovery was also below average, with 85.1% Saturday and 87.5% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena, and this is taken into account in the ridership recovery rate.
- Line 206 in contrast to Lines 94 and 260 above did not have any change of routing. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. Line 206 weekend recovery was below average, with 84.2% Saturday and 88.0% Sunday, with a smaller frequency improvement (22 minute to 20 minute).
- Two other Tier 2 lines were just below the system average: Lines 224 (Lankershim) and 115 (Manchester-Firestone).
- Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had a stronger weekend recovery at 99.1% Saturday and 109.7% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Compared to Line 224 above, Line 115 did not have significant route changes but did receive a 12-minute weekday peak frequency, a slight increase over the previous 14-minute service (off-peak frequencies did not change). Line 115 weekend recovery was also slightly below average with 85.6% Saturday and 90.6% Sunday.

Five other lines/line groups in NextGen frequency Tier 2 had below system average ridership recovery:

- Performance ranged from a high of 73.9% recovery for Line 81 (Figueroa St – Saturday 82.9%, Sunday 92.4%) to a low of 61% for Line 10/48 (Melrose Av/Main-San Pedro, Saturday 59.5%, Sunday 70.9%).
- Other lines in this group included
 - Line 76 on Valley Bl (68.9% weekday, 68.0% Saturday, 71.7% Sunday),
 - Line 14/37 on Beverly Bl/W. Adams (65.6% weekday, 78.8% Saturday, 79.8% Sunday) and

- Line 35/38 Washington Bl/W. Jefferson (62.1% weekday, 63.9% Saturday, 72.6% Sunday).

The common aspect of these lines is that they focus on downtown LA as their key destination, with its recovery helping determine the success of these lines, even on weekends. There may be marketing opportunities. Unlikely the other lines in this group, Line 81 also was part of a significant and complex line restructuring in Northeast LA, an area served by the A Line which now utilizes the new Regional Connector through downtown LA. This change included a new direct link from Highland Park to East Hollywood (Line 182). This area may benefit from the marketing of both A Line light rail and the NextGen Bus Plan's new Line 81 and 182 services.

NextGen Tier 3 and 4 Lines

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels.

There were a few high performers in terms of ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl (107.3% recovery weekdays, 107.6% Saturday, 101.8% Sunday) which appears to have responded well to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery. Other examples include:

- Rosemead Bl Line 266 service between Lakewood and Pasadena (103.8% recovery weekdays, 108.7% Saturday, 119.0% Sunday) recovery is likely due to improvement to 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Line 344 Rancho Palos Verdes service (103.2% recovery weekday, 92.9% Saturday, 103.6% Sunday) is likely a more general recovery as the service levels and route were unchanged for this line from pre-NextGen.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (100.9% recovery weekdays, 86.9% Saturday, 107.0% Sunday), similar to Line 266 above, is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Express Line 577 between El Monte Station and Long Beach VA (95.9% recovery, weekday-only service) may be benefitting from recent high gas prices as well as the improved 30-minute peak service (previously 48 minutes on average).
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 95.98% recovery (service only runs weekdays), a result of shortening the line away from low usage industrial areas and transferring the savings to offer weekday off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.

- Line 92 between downtown LA and Sylmar via Glenoaks BI (95.6% recovery weekday, 86.6% Saturday, 100.0% Sunday) is likely benefitting from now being the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 93.2% recovery weekdays and 121.2% Saturdays (service was newly added Sundays). These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when taking into account the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.
- Line 611 Huntington Park Shuttle (91.6% recovery weekdays, 95.9% Saturday, 99.1% Sunday) continues to run hourly, so appears to be general ridership recovery not attributable to a NextGen change.
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (90.3% recovery weekdays, 84.3% Saturday, 91.9% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.

Three other Tier 4 services exceeded the system average ridership recovery, with rates between 83-84%, without any significant route or frequency changes. There are a notable number of Tier 4 lines with hourly frequency and low ridership recovery rates below 60% weekdays. These include:

- Line 601 Warner Center Shuttle (30.0% recovery weekdays, 31.5% Saturday, 37.9% Sunday) operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns.
- Line 177 between Pasadena and the Jet Propulsion Lab has also seen a low ridership recovery (56.8%, only runs weekdays) likely for the same work pattern changes associated with more telecommuting.

Key aspects of other Tier 4 lines with low ridership recovery include low frequency (mostly 40-60 minute), in most cases no route change, and a lower percentage of route miles serving EFCs. Examples include:

- Line 161 (Canoga Station – Thousand Oaks) with 66.1% recovery weekdays, 74.1% Saturday, but a high 112.8% Sunday recovery rate).
- Line 602 (Westwood/UCLA - Pacific Palisades) with 58.9% recovery weekdays, but higher weekend recovery at 96.4% Saturday, 103.3% Sunday.

- Line 134 (Santa Monica – Malibu) with 63.3% recovery weekdays, 78.1% Saturday, 93.3% Sunday, so much higher recovery on weekends.
- Lines 96 (Riverside Dr) with 48.9% recovery weekdays, 51.2% Saturday, 71.2% Sunday, consistently low. This line was cut back to the north end of downtown LA near Union Station.
- Line 158 (Plummer/Woodman) with 61.6% recovery weekdays, 78.0% Saturday, 74.4% Sunday.
- Line 167 (Devonshire-Coldwater Canyon) with 62.4% recovery weekdays, 65.9% Saturday, 72.1% Sunday).
- Line 218 (Studio City – Beverly Hills) with 56.0% recovery weekday, 71.6% Saturday, 61.3% Sunday.
- Line 265 (Paramount Bl) with 66.6% recovery weekdays, 75.1% Saturday, 75.7% Sunday.

A small number of Tier 4 low frequency lines with a higher percentage of route miles serving EFCs areas show some of the lowest ridership recovery, suggesting their low frequency is the main limitation for ridership recovery among the above lines and the examples below:

- Line 62 (Telegraph Rd) with 71.6% recovery weekday, 70.3% Saturday, and 76.9% Sunday was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely reduced due to less activity there.
- Line 102 (La Tijera-Exposition Bl) with 53.0% recovery weekdays, 59.6% Saturday, 61.7% Sunday, is low likely due to the hourly service level now offered, though over 50% of line miles are in EFCs.
- Line 209 (Van Ness Av) with 38.1% recovery, only runs weekdays and has hourly frequency and was significantly shortened. It was originally proposed for elimination. Over 50% of its line miles in EFCs.
- Lines 211/215 (Inglewood Av/Prairie Av – 55.3% recovery) only offers peak hour weekday service. Other than some well-used trips of school student ridership, these lines have low productivity.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a low 67.6% recovery weekdays, likely related to worker and student travel to CSULA. It had 133.7% recovery Saturday, and 183.9% Sunday, with weekend ridership results due to the expanded span of service.

There may be value in testing 30-minute service on the most productive of the above Tier 4 lines to determine the value of such investment in terms of ridership growth.

There are a small number of freeway express bus lines that warrant comment:

- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery

of 74.4% weekdays, 78.7% Saturday, 81.8% Sunday with no major changes in service levels or routing. This line may require more promotion coming out of the pandemic, especially with recent increases in gas prices.

- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood has ridership recovery of 68.1% weekday, but 128.0% Saturday, and 139.8% Sunday. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more telecommuting weekdays. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area went through a significant restructuring. The area also now has one of Metro's busiest Micro Transit zones which replaced some fixed route service such as lines through Sierra Madre. The recovery rate here is a low 56.5% overall weekdays, but a higher 90.3% Saturday, and 97.2% for Sunday. This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery, and the truncation of part of Line 487 through Sierra Madre in conjunction with the Metro Micro launch. Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA.

Bus Speed and Reliability:

As part of the NextGen Bus Plan, over 40 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as on Florence Av plus expanded transit signal priority and all door boarding programs during 2024.

Weekday Ridership Recovery Comparison by Line/Line Group - September 2019 to September 2023

Description	Line	Sept 2019 Average Weekday Boardings	Line	Sept 2023 Average Weekday Boardings	Weekday Ridership Recovery 2023 Versus 2019
E Olympic Bl/W 8th St	066	11,276	066	12,593	111.7%
Balboa Bl	236	1,826	235/236	1,959	107.3%
Sherman Way	163	9,393	162	9,803	104.4%
Rosemead Bl	266	5,096	266	5,288	103.8%
Hawthorne Bl, Rancho Palos Verdes	344	1,484	344	1,531	103.2%
Rosecrans Av	125	5,012	125	5,057	100.9%
Vanowen St	165	8,254	165	8,127	98.5%
LAC USC Medical Center Shuttle	605	2,410	605	2,329	96.6%
Nordhoff St	166	6,492	166	6,231	96.0%
El Monte - Long Beach VA Express	577	1,169	577	1,121	95.9%
Willowbrook Av	202	278	202	266	95.8%
Downtown LA - Glenoaks Bl - Sylmar	092	5,942	092	5,681	95.6%
Victory Bl	164	6,501	164	6,206	95.5%
Vermont Av Local	204	22,262	204	21,184	95.2%
Van Nuys Bl Local	233	11,791	233	12,808	94.4%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	788	2,063	761	7,089	
Sepulveda Bl Local	234	5,775	234	8,810	
Sepulveda Bl - Westside Rapid (734)	734	6,229			
Reseda/Ventura/Van Nuys Rapid	744	4,560			
Compton Av	055	8,406	055	7,892	93.9%
Florence Av	111	15,682	111	14,707	93.8%
Tampa Av & Winnetka Av	243	1,830	242	1,706	93.2%
Gage Av	110	8,411	110	7,822	93.0%
Slauson Av	108	15,831	108	14,638	92.5%
Century Bl	117	9,271	117	8,554	92.3%
Huntington Park Shuttle	611	1,592	611	1,458	91.6%
Hoover St	603	7,826	603	8,050	91.2%
Silver Lake	201	1,005			

Description	Line	Sept 2019 Average Weekday Boardings	Line	Sept 2023 Average Weekday Boardings	Weekday Ridership Recovery 2023 Versus 2019
3rd St	016	22,284	016	19,450	90.6%
Robertson Bl - Beverwil Dr			617	738	
Soto St	251	9,123	251	14,403	90.3%
Soto St - Griffin Av	252	2,438			
Soto St Rapid	751	4,385			
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	5,039	232	4,546	90.2%
Central Av	053	12,968	053	11,577	89.3%
MLK - Hawthorne Bl	040	14,408	040	14,748	88.5%
Hawthorne Bl Rapid	740	2,256			
Santa Monica Bl Local	004	15,923	004	23,953	88.2%
Santa Monica Bl Rapid	704	11,247			
Vernon Av, La Cienega Bl	105	11,276	105	15,498	88.1%
Vernon Av, La Cienega Bl Rapid	705	6,325			
Roscoe Bl	152	11,216	152	9,681	86.3%
Imperial Hwy	120	4,049	120	3,401	84.0%
Ventura Bl Local	150	8,810	150	3,066	84.0%
Reseda Bl/Ventura Bl Local			240	10,832	
Topanga Canyon Bl (245); De Soto Av (244)	245	2,863	244	1,768	
Reseda/Ventura/Van Nuys Rapid	744	4,560			
Ventura Bl Rapid	750	2,422			
Alondra Bl	128	1,290	128	1,082	83.8%
Saticoy St	169	2,444	169	2,045	83.7%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	9,230	078	6,800	83.5%
Rose Hill - Arcadia via Huntington Dr			179	907	
Western Av Local	207	17,048	207	24,722	83.0%
Western Av Rapid	757	12,720			
Venice Bl Local	033	11,445	033	16,395	82.5%
Venice Bl Rapid	733	8,434			
Montebello - Downtown LA via Cesar Chavez Av	068	5,976			81.4%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	9,767			
Downtown LA - City Terrace - CSULA	071	1,808	070	15,777	

Description	Line	Sept 2019 Average Weekday Boardings	Line	Sept 2023 Average Weekday Boardings	Weekday Ridership Recovery 2023 Versus 2019
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	532	106	4,162	80.5%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,403			
Whitter BI W 6th St	018	18,558	018	21,049	
Wilshire BI Local	020	13,960	020	8,852	
Wilshire BI Rapid	720	29,376	720	19,946	
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	10,115	260	10,658	80.4%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	4,167	660	820	
La Brea Av	212	12,281	212	9,756	79.4%
Normandie Av	206	11,664	206	9,238	79.2%
Downtown LA - San Fernando Rd - North Hollywood	094	4,399	094	6,977	79.0%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,977	294	1,339	
Magnolia BI North Hollywood - Burbank - Glendale	183	1,803			
Burbank BI Oxnard St	154	872	154	552	
Riverside Dr	155	1,453	155	1,010	
Hollywood - Pasadena	180	8,725	180	9,245	79.0%
Hollywood BI Fairfax BI	217	7,076	217	8,862	
Hollywood/Fairfax - Pasadena Rapid	780	7,105			
Downtown LA - Foothill BI	090	7,778	090	6,011	78.5%
Hollywood Way	222	1,428	222	1,184	
Lankershim BI	224	7,633	224	6,449	
Whiteoak Av, Woodley Av	237	2,249	237	1,700	
Whiteoak Av	239	1,123			
Foothill BI			690	1,017	
Manchester Av - Firestone BI	115	15,159	115	11,904	78.5%
Crenshaw BI Local	210	10,785	210	13,521	77.1%
Crenshaw BI Rapid	710	6,755			
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,965	205	2,907	76.9%
San Pedro - Harbor Gateway Transit Center - USC	550	1,529	550	330	
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,608	246	2,993	
Sunset BI (became Sunset BI - Alvarado St)	002	12,630	002	18,420	75.7%

Description	Line	Sept 2019 Average Weekday Boardings	Line	Sept 2023 Average Weekday Boardings	Weekday Ridership Recovery 2023 Versus 2019
Alvarado St	200	11,717			
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	21,358	910/950	15,951	74.7%
Downtown LA - Norwalk - Disneyland	460	5,343	460	3,973	74.4%
Downtown LA - Artesia via Long Beach BI	060	15,086	060	15,082	74.0%
Long Beach BI Rapid	760	5,294			
Figueroa St	081	14,381	081	10,454	73.9%
Downtown LA - Eagle Rock via York BI	083	2,560			
Silver Lake - East Hollywood	175	769	182	2,631	
Avalon BI, W 7th St	051	24,732	051	18,136	73.3%
Pico BI	030	12,437	030	9,043	72.7%
Laurel Canyon BI	230	4,553	230	3,287	72.2%
Telegraph Rd	062	4,342	062	3,108	71.6%
Broadway Local	045	14,652	045	13,722	70.6%
Broadway Rapid	745	6,751			
Compton BI, Somerset BI	127	912	127	2,032	
Valley BI	076	8,687	076	5,988	68.9%
North Hollywood - Pasadena Express	501	1,634	501	1,112	68.1%
CSULA - City Terrace Shuttle	665	848	665	573	67.6%
Paramount BI	265	1,580	265	1,051	66.6%
Canoga Station - Thousand Oaks	161	1,182	161	781	66.1%
Beverly BI - W Adams BI	014/037	18,443	014/037	12,106	65.6%
Olympic BI Local	028	9,092	028	9,972	65.5%
Olympic BI Rapid	728	6,127			
Santa Monica - Malibu via Pacific Coast Hwy	534	1,882	134	1,192	63.3%
Coldwater Canyon Av - Devonshire St	167	2,558	167	1,597	62.4%
Washington BI/W Jefferson BI	035/038	8,666	035/038	5,384	62.1%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	23,233	901	14,414	62.0%
Plummer St, Woodman Av	158	2,239	158	1,379	61.6%
Melrose Av/Main St/San Pedro St	010/048	12,846	010/048	7,833	61.0%
Vermont Av Rapid	754	21,568	754	12,733	59.0%
Westwood - Pacific Palisades	602	2,142	602	1,262	58.9%

Description	Line	Sept 2019 Average Weekday Boardings	Line	Sept 2023 Average Weekday Boardings	Weekday Ridership Recovery 2023 Versus 2019
Caltech - Pasadena - Jet Propulsion Laboratory	177	393	177	223	56.8%
Pasadena - Highland Park - Eastern Av	256	1,774	256	509	
Fremont Av - Eastern Av - Garfield Av	258	3,110	258	2,223	
El Monte - Pasadena via Temple City Bl and Del Mar Bl	267	3,245	267	1,478	
El Monte - Pasadena via Baldwin Av	268	1,864	268	643	
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,584	287	934	
Pasadena - Altadena via Lake Av, Lincoln Av			662	2,087	
Los Robles Av (687); Allen Av (686)	687	1,317	686	266	
Downtown LA - San Gabriel Bl (487) - Rosemead Bl (489)	487/489	3,845	487/489	1,323	56.5%
Studio City - Beverly Hills	218	997	218	558	56.0%
Prairie Av/Inglewood Av	211/215	683	211/215	378	55.3%
La Tijera Bl, Exposition Bl	102	2,729	102	1,446	53.0%
Riverside Dr	096	1,403	096	686	48.9%
Van Ness Av/Arlington Av	209	964	209	367	38.1%
Warner Center Shuttle	601	1,152	601	352	30.6%
Manhattan Beach Bl	126	218	Discontinued		
Artesia Bl	130	2,807	Transferred to Municipal Agencies		
Boyle Av	254	814	Discontinued		
Manchester Av Express	442	173	Discontinued		
Windsor Hills - Inglewood	607	67	Discontinued		
South Gate Shuttle	612	1,205	Replaced with Micro		
LAX C Line Shuttle	625	355	Replaced with Micro		
Glassell Park - Glendale College	685	628	Replaced with Micro		

Saturday Ridership Recovery Comparison by Line/Line Group - September 2019 to September 2023

Description	Sept 2019 Line/Group	Average Saturday Boardings 09-2019	Sept 2023 Line/Group	Average Saturday Boardings 09-2023	Saturday Ridership Recovery 2023 Versus 2019
CSULA - City Terrace Shuttle	665	228	665	305	133.7%
Sherman Way	163	4,902	162	6,416	130.9%
North Hollywood - Pasadena Express	501	544	501	696	128.0%
LAC USC Medical Center Shuttle	605	857	605	1,090	127.2%
Tampa Av & Winnetka Av	243	715	242	867	121.2%
Nordhoff St	166	2,620	166	2,942	112.3%
Van Nuys BI Local	233	8,671	233	9,104	109.4%
Sepulveda BI Local	234	6,521	234	5,273	
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,455	761	3,826	
Rosemead BI	266	3,272	266	3,555	108.7%
Balboa BI	236	607	236	653	107.6%
Vanowen St	165	3,821	165	4,107	107.5%
Vermont Av Local	204	15,107	204	15,775	104.4%
Downtown LA - San Fernando Rd - North Hollywood	094	5,460	094	5,121	104.0%
Riverside Dr	155	828	155	798	
Burbank BI Oxnard St			154	376	
Magnolia BI North Hollywood - Burbank - Glendale	183	717			
Burbank - Sylmar San Fernando Rd			294	992	
E Olympic BI/W 8th St	066	8,696	066	8,785	101.0%
Roscoe BI	152	6,206	152	6,207	100.0%
Downtown LA - Foothill BI	090	3,931	090	3,827	99.1%
Hollywood Way	222	874	222	658	
Lankershim BI	224	4,307	224	3,920	
Whiteoak Av, Woodley Av	237	966	237	1,041	
Foothill BI			690	539	
Westwood - Pacific Palisades	602	618	602	596	96.4%
Huntington Park Shuttle	611	957	611	918	95.9%
Compton Av	055	4,615	055	4,397	95.3%

Description	Sept 2019 Line/ Group	Average Saturday Boardings 09-2019	Sept 2023 Line/ Group	Average Saturday Boardings 09-2023	Saturday Ridership Recovery 2023 Versus 2019
MLK - Hawthorne BI	040	9,282	040	10,065	95.2%
Hawthorne BI Rapid	740	1,287			
Hawthorne BI, Rancho Palos Verdes	344	990	344	920	92.9%
3rd St	016	15,139	016	13,659	92.5%
Robertson BI - Beverwil Dr			617	339	
Hoover St	603	6,080	603	6,198	92.4%
Silver Lake	201	627			
Central Av	053	7,813	053	7,198	92.1%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	8,683	910/950	7,906	91.1%
Slauson Av	108	9,131	108	8,291	90.3%
Pasadena - Highland Park - Eastern Av	256	777	256	416	
Fremont Av - Eastern Av - Garfield Av			258	807	
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,291	267	496	
El Monte - Pasadena via Baldwin Av	268	1,010	268	431	
Arcadia - Santa Anita Av - El Monte			287	277	
Downtown LA - San Gabriel BI	487	1,069	487	450	
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,292	
Los Robles Av (687); Allen Av (686)	687	655	686	165	
Santa Monica BI Local	004	12,836	004	18,378	
Santa Monica BI Rapid	704	7,540			
Western Av Local	207	19,344	207	17,344	89.7%
Gage Av	110	4,377	110	3,923	89.6%
Florence Av	111	10,966	111	9,780	89.2%
Whitter BI W 6th St	018	12,409	018	15,408	89.2%
Wilshire BI Local	020	7,219	020	5,774	
Wilshire BI Rapid	720	19,149	720	13,424	
Vernon Av, La Cienega BI	105	11,053	105	9,845	89.1%
Century BI	117	5,893	117	5,277	89.5%
Victory BI	164	3,674	164	3,219	87.6%
Crenshaw BI Local	210	7,456	210	9,670	87.0%
Crenshaw BI Rapid	710	3,655			

Description	Sept 2019 Line/Group	Average Saturday Boardings 09-2019	Sept 2023 Line/Group	Average Saturday Boardings 09-2023	Saturday Ridership Recovery 2023 Versus 2019
Rosecrans Av	125	2,824	125	2,453	86.9%
Downtown LA - Glenoaks Bl - Sylmar	092	4,029	092	3,491	86.6%
Venice Bl Local	033	7,769	033	12,379	85.8%
Venice Bl Rapid	733	6,658			
Soto St	251	8,059	251	7,722	85.8%
Soto St - Griffin Av	252	946			
Manchester Av - Firestone Bl	115	8,744	115	7,487	85.6%
Montebello - Downtown LA via Cesar Chavez Av	068	3,736	070	10,057	85.6%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	6,601			
Downtown LA - City Terrace - CSULA	071	490			
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,933	
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	3,183			
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,699	205	1,270	85.3%
San Pedro - Harbor Gateway Transit Center via Avalon Bl	246	1,787	246	2,124	
San Pedro - Harbor Gateway Transit Center	550	491			
Artesia - Pasadena via Atlantic Bl and Fair Oaks Av	260	7,944	260	6,013	85.1%
Pasadena - Altadena via Fair Oaks Av			660	750	
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	3,585	232	3,023	84.3%
Normandie Av	206	6,818	206	5,741	84.2%
Ventura Bl	150	8,221	150	1,688	83.5%
Topanga Canyon Bl (245); Reseda/Ventura (240)	245	853	240	6,417	
Reseda Bl - Ventura Bl - Van Nuys Bl Rapid (744)/De Soto Av (244)	744	1,455	244	686	
Laurel Canyon Bl	230	1,978	230	1,648	83.3%
Figueroa St	081	9,036	081	7,372	82.9%
Downtown LA - Eagle Rock via York Bl	083	1,746	182	1,567	
Hollywood - Pasadena	180	10,032	180	6,720	82.8%
Hollywood Bl Fairfax Bl	217	5,380	217	6,043	
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	5,687	078	3,975	82.5%
Rose Hill - Arcadia via Huntington Dr			179	720	
Imperial Hwy	120	2,132	120	1,749	82.0%

Description	Sept 2019 Line/Group	Average Saturday Boardings 09-2019	Sept 2023 Line/Group	Average Saturday Boardings 09-2023	Saturday Ridership Recovery 2023 Versus 2019
La Brea Av	212	7,818	212	6,278	80.3%
Beverly BI - W Adams BI	014/037	8,741	014/037	6,884	78.8%
Downtown LA - Norwalk - Disneyland	460	3,816	460	3,002	78.7%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,242	134	971	78.1%
Plummer St, Woodman Av	158	1,085	158	846	78.0%
Sunset BI (became Sunset BI - Alvarado St)	002	8,251	002	13,266	77.5%
Alvarado St	200	8,873			
Paramount BI	265	786	265	590	75.1%
Canoga Station - Thousand Oaks	161	740	161	548	74.1%
Olympic BI Local	028	8,800	028	6,515	74.0%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	12,101	901	8,926	73.8%
Avalon BI, W 7th St	051	18,452	051	13,466	73.0%
Broadway Local	045	11,540	045	9,613	71.7%
Broadway Rapid	745	3,094			
Compton BI, Somerset BI			127	873	
Studio City - Beverly Hills	218	568	218	407	71.6%
Downtown LA - Artesia via Long Beach BI	060	11,056	060	9,424	71.4%
Long Beach BI Rapid	760	2,151			
Pico BI	030	9,356	030	6,637	70.9%
Telegraph Rd	062	2,752	062	1,935	70.3%
Valley BI	076	6,163	076	4,190	68.0%
Coldwater Canyon Av - Devonshire St	167	1,338	167	882	65.9%
Washington BI/W Jefferson BI	035/038	4,505	035/038	2,881	63.9%
La Tijera BI, Exposition BI	102	1,767	102	1,053	59.6%
Melrose Av/Main St/San Pedro St	010/048	6,478	010/048	3,856	59.5%
Vermont Av Rapid	754	14,126	754	7,921	56.1%
Riverside Dr	096	822	096	421	51.2%
Warner Center Shuttle	601	717	601	226	31.5%
Alondra BI			128	564	New Saturday service
Artesia BI	130	1,363	Transferred to Municipal Agencies		

Description	Sept 2019 Line/ Group	Average Saturday Boardings 09-2019	Sept 2023 Line/ Group	Average Saturday Boardings 09-2023	Saturday Ridership Recovery 2023 Versus 2019
Saticoy St			169	991	New Saturday service
Boyle Av	254	417	Discontinued		
South Gate Shuttle	612	962	Replaced with Micro		

Sunday Ridership Recovery Comparison by Line/Line Group - September 2019 to September 2023

Description	Sept 2019 Line/Group	Average Sunday Boardings 09-2019	Sept 2023 Line/Group	Average Sunday Boardings 09-2023	Sunday Ridership Recovery 2023 Versus 2019
CSULA - City Terrace Shuttle	665	140	665	257	183.9%
North Hollywood - Pasadena Express	501	424	501	593	139.8%
Nordhoff St	166	1,977	166	2,549	128.9%
Sherman Way	163	3,910	162	4,990	127.6%
LAC USC Medical Center Shuttle	605	729	605	902	123.7%
Vanowen St	165	2,857	165	3,514	123.0%
Rosemead BI	266	2,582	266	3,073	119.0%
Van Nuys BI Local	233	7,054	233	8,315	118.0%
Sepulveda BI	234	5,112	234	4,643	
Sepulveda BI - Westside Rapid	744	1,369	761	3,016	
Roscoe BI	152	4,646	152	5,381	115.8%
E. Olympic BI/W 8th St	066	5,630	066	6,380	113.3%
Downtown LA - San Fernando Rd - North Hollywood	094	4,352	094	4,250	112.9%
Burbank BI Oxnard St			154	311	
Riverside Dr	155	534	155	665	
Magnolia BI North Hollywood - Burbank - Glendale	183	548			
Burbank - Sylmar San Fernando Rd			294	909	
Canoga Station - Thousand Oaks	161	414	161	467	112.8%
Downtown LA - Foothill BI	090	2,545	090	3,186	109.7%
Hollywood Way	222	795	222	576	
Lankershim BI	224	3,629	224	3,465	
Whiteoak Av, Woodley Av	237	814	237	870	
Foothill BI			690	440	
Central Av	053	5,522	053	6,049	109.6%
Slauson Av	108	6,411	108	6,922	108.0%
Rosecrans Av	125	2,033	125	2,174	107.0%
Gage Av	110	2,993	110	3,131	104.6%
Compton Av	055	3,440	055	3,585	104.2%

Description	Sept 2019 Line/ Group	Average Sunday Boardings 09-2019	Sept 2023 Line/ Group	Average Sunday Boardings 09-2023	Sunday Ridership Recovery 2023 Versus 2019
Hawthorne BI, Rancho Palos Verdes	344	720	344	746	103.6%
Westwood - Pacific Palisades	602	402	602	416	103.3%
Balboa BI	236	504	236	513	101.8%
3rd St	016	12,144	016	11,872	100.4%
Robertson BI - Beverwil Dr			617	321	
Downtown LA - Glenoaks BI - Sylmar	092	3,183	092	3,182	100.0%
Crenshaw BI	210	8,439	210	8,423	99.8%
Vermont Av Local	204	14,057	204	13,975	99.4%
Century BI	117	4,709	117	4,673	99.2%
Soto St	251	5,570	251	6,329	99.2%
Soto St - Griffin Av	252	808			
Huntington Park Shuttle	611	870	611	863	99.1%
Imperial Hwy	120	1,742	120	1,709	98.1%
Vernon Av, La Cienega BI	105	8,778	105	8,545	97.3%
Victory BI	164	2,679	164	2,607	97.3%
Pasadena - Highland Park - Eastern Av	256	582	256	361	97.2%
Fremont Av - Eastern Av - Garfield Av			258	746	
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,021	267	426	
El Monte - Pasadena via Baldwin Av	268	844	268	334	
Arcadia - Santa Anita Av - El Monte			287	207	
Downtown LA - San Gabriel BI	487	886	487	352	
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,200	
Los Robles Av (687); Allen Av (686)	687	553	686	154	96.3%
Montebello - Downtown LA via Cesar Chavez Av	068	3,839			
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	070	6,827	070	8,989	
Downtown LA - City Terrace - CSULA	071	432			
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,703	95.8%
Whitter BI W 6th St	018	9,681	018	13,203	
Wilshire BI Local	020	5,748	020	5,197	
Wilshire BI Rapid	720	15,924	720	11,624	

Description	Sept 2019 Line/Group	Average Sunday Boardings 09-2019	Sept 2023 Line/Group	Average Sunday Boardings 09-2023	Sunday Ridership Recovery 2023 Versus 2019
Western Av Local	207	15,777	207	15,081	95.6%
Santa Monica BI Local	004	10,591	004	16,750	95.3%
Santa Monica BI Rapid	704	6,980			
Ventura BI	150	6,566	150	1,575	95.2%
Topanga Canyon BI	245	309	244	588	
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,369	240	5,688	
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,411	205	1,140	95.1%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,377	246	1,923	
San Pedro - Harbor Gateway Transit Center	550	433			
Santa Monica - Malibu via Pacific Coast Hwy	534	920	134	858	93.3%
Figueroa St	081	6,715	081	6,337	92.4%
Downtown LA - Eagle Rock via York BI	083	1,470			
East Hollywood - Highland Park - Rose Hill			182	1,222	
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,977	232	2,736	91.9%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	7,126	910/950	6,500	91.2%
Sunset BI (became Sunset BI - Alvarado St)	002	6,609	002	12,134	90.7%
Alvarado St	200	6,768			
Manchester Av - Firestone BI	115	6,879	115	6,236	90.6%
Florence Av	111	9,227	111	8,295	89.9%
MLK - Hawthorne BI	040	8,997	040	8,049	89.5%
La Brea Av	212	6,237	212	5,567	89.3%
Normandie Av	206	5,954	206	5,240	88.0%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	6,472	260	4,875	87.5%
Pasadena - Altadena via Fair Oaks Av			660	788	
Venice BI Local	033	6,146	033	11,033	87.1%
Venice BI Rapid	733	6,525			
Hollywood - Pasadena	180	8,335	180	5,710	85.9%
Hollywood BI Fairfax BI	217	4,624	217	5,420	
Broadway Local	045	8,769	045	8,335	85.5%
Compton BI, Somerset BI			127	826	
Broadway Rapid	745	1,940			

Description	Sept 2019 Line/ Group	Average Sunday Boardings 09-2019	Sept 2023 Line/ Group	Average Sunday Boardings 09-2023	Sunday Ridership Recovery 2023 Versus 2019
Laurel Canyon Bl	230	1,609	230	1,376	85.5%
Hoover St	603	5,203	603	4,837	84.6%
Silver Lake	201	517			
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	4,920	078	3,472	84.4%
Rose Hill - Arcadia via Huntington Dr			179	679	
Downtown LA - Norwalk - Disneyland	460	3,197	460	2,614	81.8%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,754	901	7,929	81.3%
Beverly Bl - W Adams Bl	014/037	7,468	014/037	5,959	79.8%
Avalon Bl, W 7th St	051	13,673	051	10,748	78.6%
Downtown LA - Artesia via Long Beach Bl	060	10,104	060	7,842	77.6%
Telegraph Rd	062	2,294	062	1,765	76.9%
Paramount Bl	265	650	265	492	75.7%
Plummer St, Woodman Av	158	848	158	631	74.4%
Pico Bl	030	8,163	030	6,000	73.5%
Washington Bl/W Jefferson Bl	035/038	3,054	035/038	2,219	72.6%
Coldwater Canyon Av - Devonshire St	167	1,143	167	824	72.1%
Valley Bl	076	4,946	076	3,545	71.7%
Riverside Dr	096	568	096	405	71.2%
Melrose Av/Main St/San Pedro St	010/048	4,863	010/048	3,446	70.9%
Olympic Bl Local	028	7,463	028	5,292	70.9%
Vermont Av Rapid	754	9,674	754	6,371	65.9%
La Tijera Bl, Exposition Bl	102	1,552	102	958	61.7%
Studio City - Beverly Hills	218	443	218	271	61.3%
Warner Center Shuttle	601	630	601	239	37.9%
Alondra Bl			128	482	New Sunday Service
Tampa Av & Winnetka Av			242/243	759	New Sunday Service
Artesia Bl	130	1,006	Transferred to Municipal Agencies		
Saticoy St			169	744	New Sunday Service
South Gate Shuttle	612	834	Replaced with Micro		



NextGen Ridership Update

**Operations, Safety, and
Customer Experience Committee
November 16, 2023**



Metro[®]

NextGen Bus Plan Ridership Update

This report provides an assessment of Metro bus system ridership. Ridership is analyzed by:

- Day type (Weekday, Saturday, Sunday)
- Service area
- Equity Focus Communities (EFCs)/non-EFCs
- Time period
- Line/line group, and

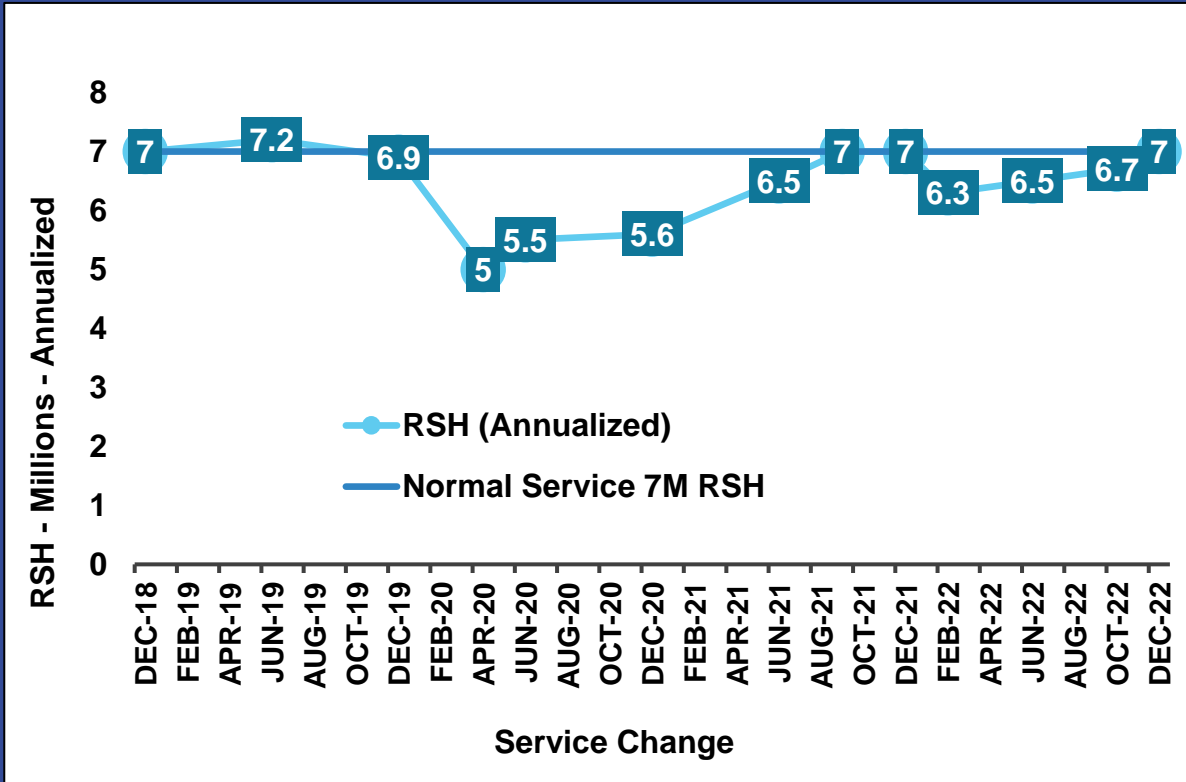
The national operator shortage required Metro to reduce service by 10% in February 2022 to stabilize service reliability. Full restoration of service was completed in phases by December 2022. Metro now has full bus operator staffing as of August 2023.

The report compares the ridership from 2019 (pre-pandemic) through September 2023 when service was both fully restored and fully staffed. Another update will be provided in early 2024 on bus ridership through second half of 2023.

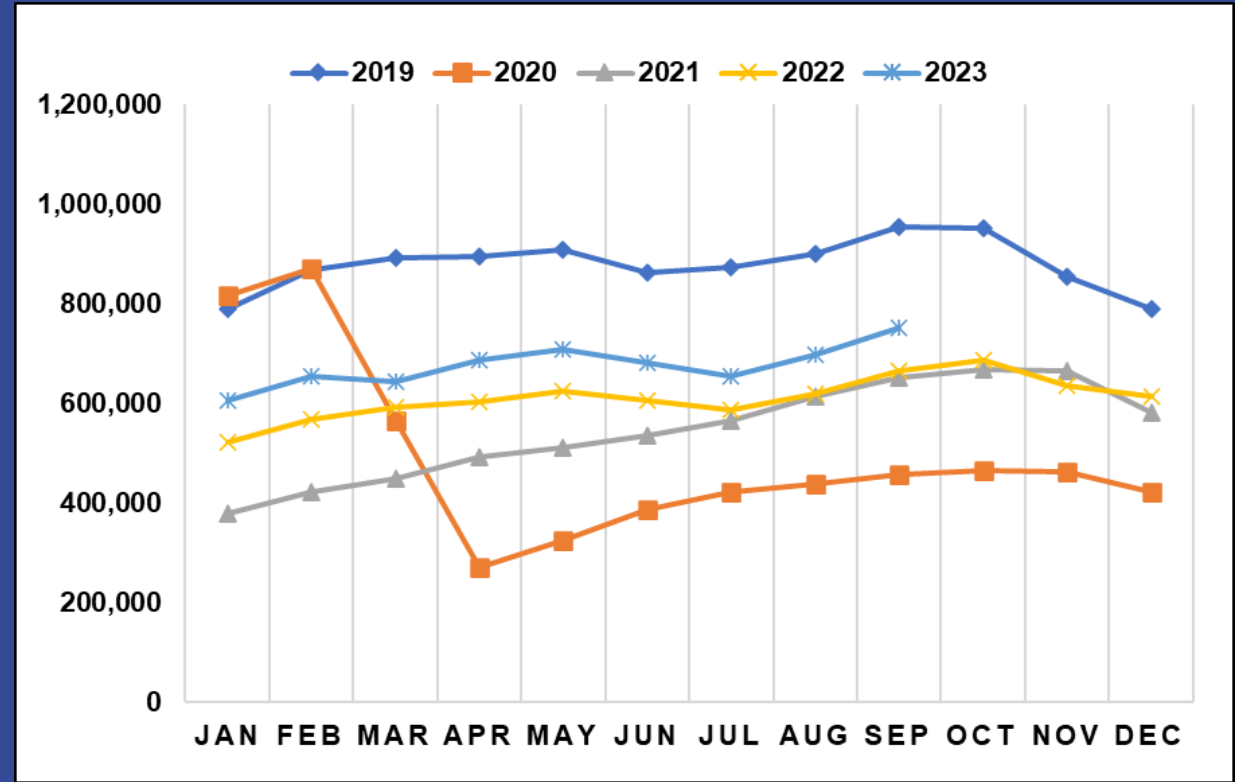


Service Levels and Weekday Ridership

Metro Bus Service Annual Revenue Service Hour Levels 2019 – 2022



Average Weekday Ridership 2019 – 2023

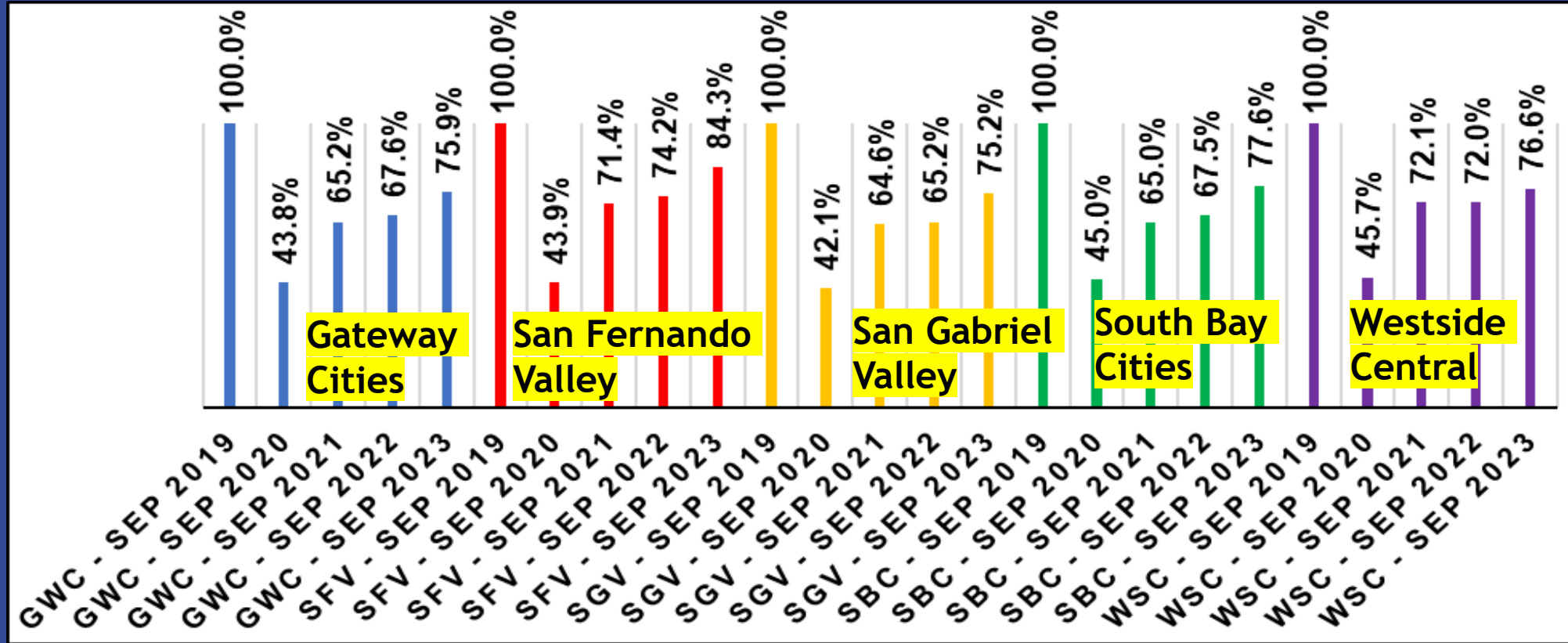


After the pandemic low point in 2020, weekday ridership recovered strongly in 2021 into 2022, together with service restoration, NextGen Bus Plan, LIFE and GoPass implementations. Growth was slower in the second half of 2022 but grew strongly in 2023 after full service was restored.



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Average Weekday Ridership Recovery by Service Area September 2019 – September 2023



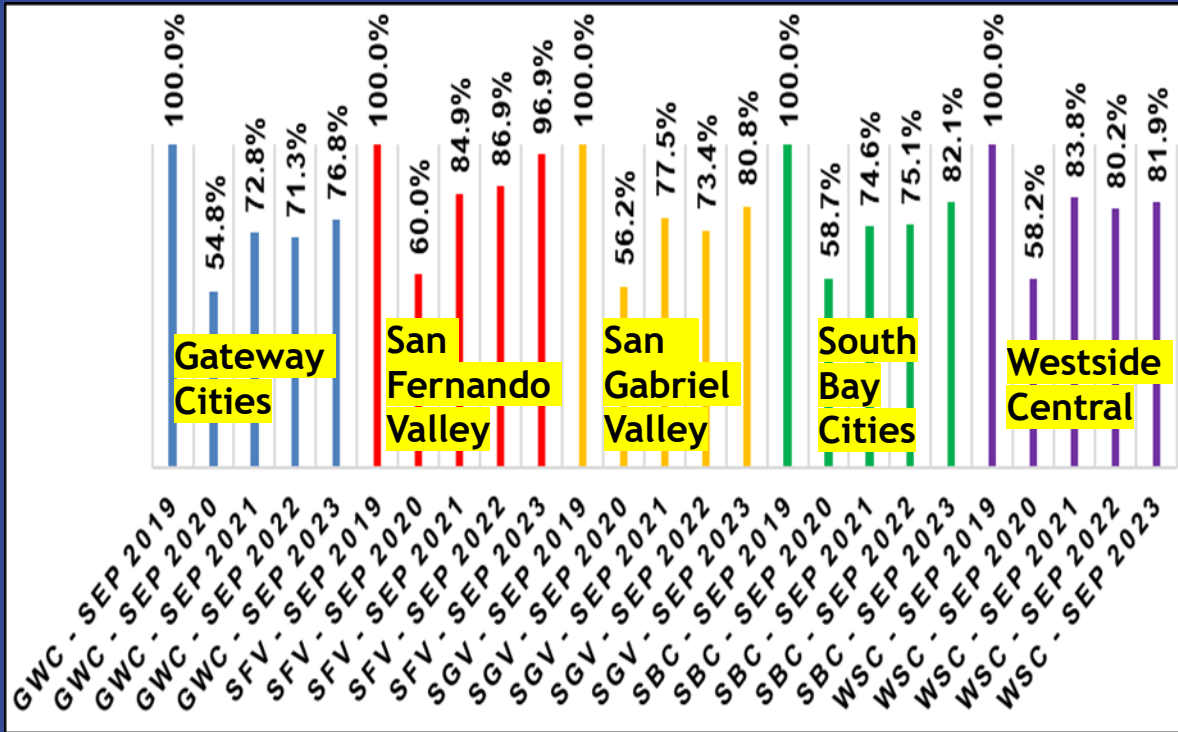
Weekday bus ridership has grown year over year in each of Metro's regions, with a notably strong recovery in the San Fernando Valley, and big growth in all areas between September 2022 and 2023 when NextGen service was fully implemented, and service was most reliable. Similar patterns of growth regionally were also seen on weekends, again led by the San Fernando Valley.



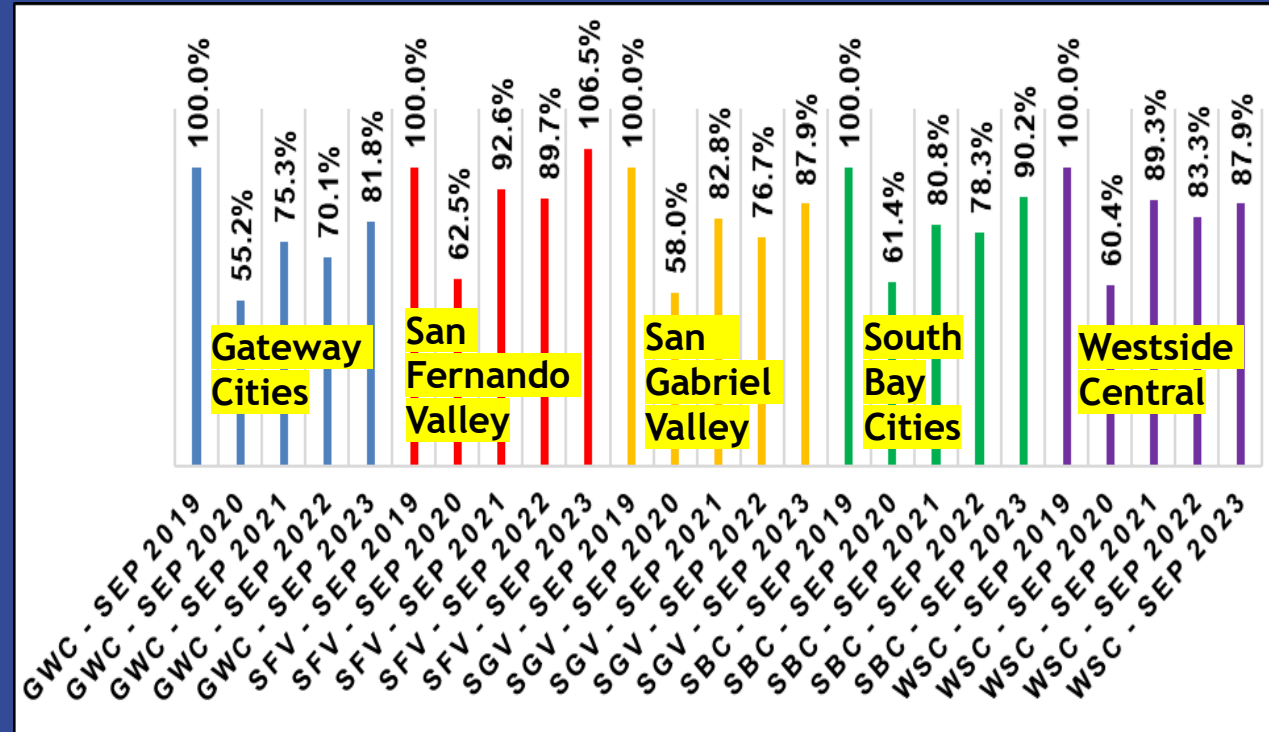
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Saturday Sunday Ridership Recovery by Service Area

Average Saturday Bus Ridership 2019–2023

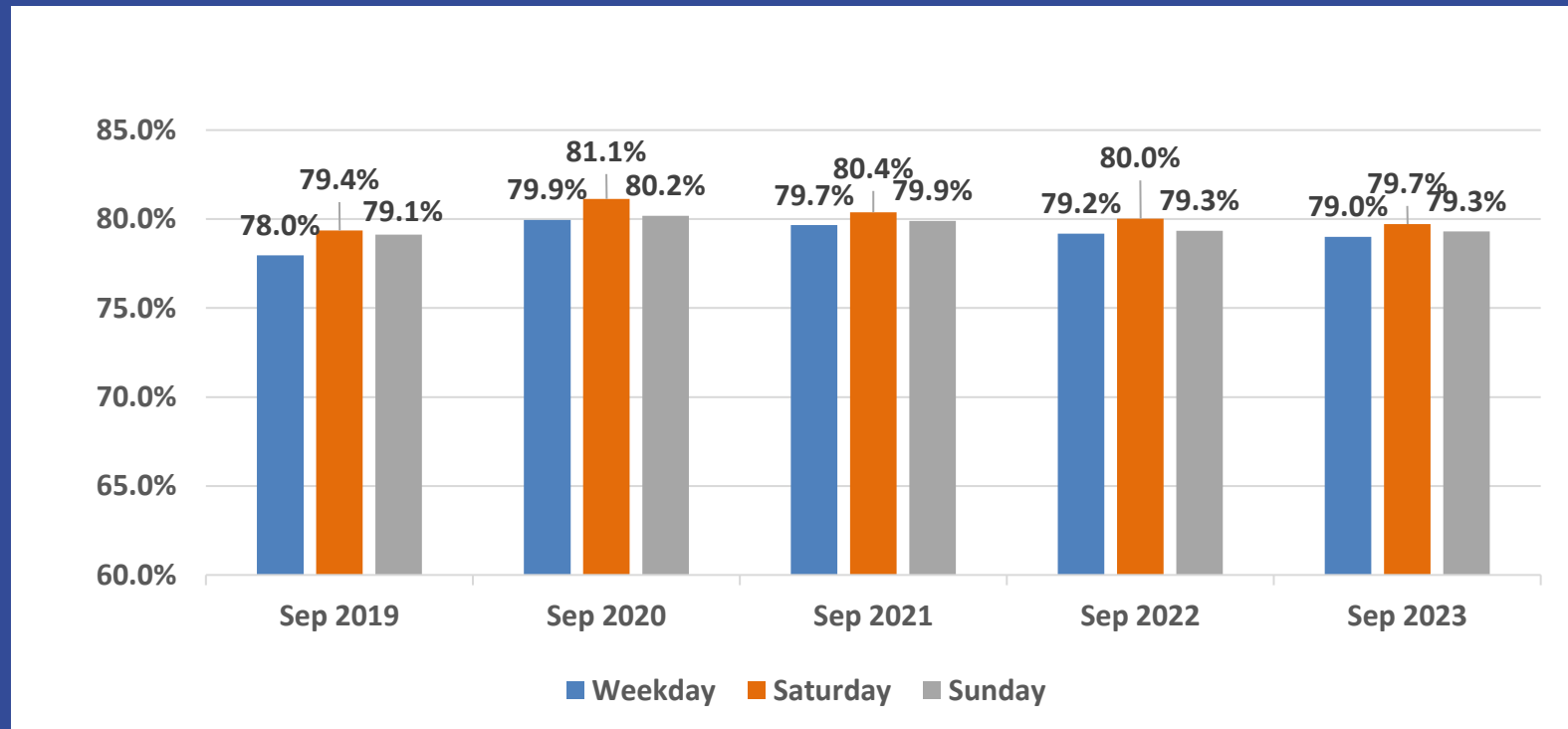


Average Sunday Bus Ridership 2019-2023



After the pandemic low point in 2020, ridership recovered strongly in 2021 into 2022 with service recovery, NextGen Bus Plan, and LIFE and GoPass programs. By the second half of 2022, weekend bus ridership growth had slowed, but grew more strongly in 2023. Sunday ridership is closest to achieving pre-pandemic levels.

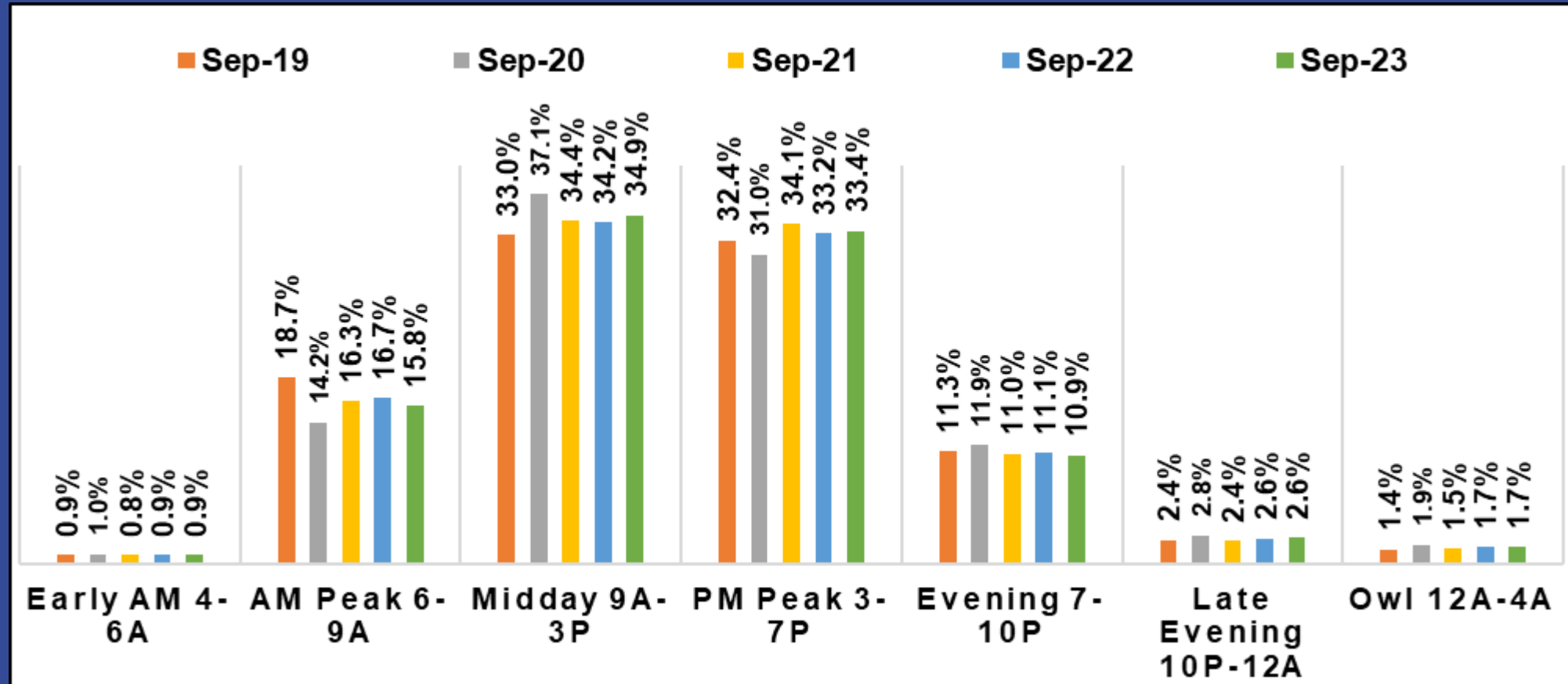
Ridership Percentage in Equity Focus Communities September 2019 – September 2023



Equity-Focus Community share of bus ridership (boardings) grew most in 2020 when people travelled for essential jobs and services. The EFC share remains above pre-pandemic levels suggesting the NextGen Bus Plan has been beneficial to these communities.



Weekday Ridership by Time Period – 2019 to 2023



Midday share of ridership grew during the pandemic and has remained higher than pre-pandemic, likely in response to NextGen Bus Plan’s increased off-peak service frequencies. AM peak remains subdued compared to pre-pandemic. People have changed their transit usage due to telecommuting and more off-peak travel to service jobs. In contrast, PM Peak slightly increased.



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Average Weekday Line/Group Ridership Recovery

Average % Ridership Recovery Sept 2023 versus Sept 2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
> = 140.0%	0	0	1
130.0 – 139.9%	0	2	1
120.0 – 129.9%	0	3	5
110.0 – 119.9%	1	1	6
100.0 – 109.9%	5	8	11
90.0 – 99.9%	20	13	21
80.0 – 89.9%	15	25	13
70.0 – 79.9%	18	15	13
60.0 – 69.9%	13	3	3
50.0 – 59.9%	7	4	0
40.0 – 49.0%	1	0	0
30.0 – 39.9%	2	1	1
Total Lines/Line Groups	82	75	75

- In September 2023, ridership recovered to above pre-pandemic levels on 6 weekday, 14 Saturday, and 24 Sunday lines.
- Weekday system overall had 78.6% ridership recovery:
 - Above average recovery was most common for the NextGen higher frequency with Tier 1 & 2 lines:
 - 31 out of 49 Tier 1 & 2 lines/line groups with 15 minute or better frequency
 - 13 out of 33 Tier 3 & 4 lines/line groups with 20-60 minute frequency
- Saturday/Sunday system overall ridership recovery 86.0%/92.4%, with above average recovery also common for the higher frequency NextGen Tier 1 & 2 lines/line groups :
 - Saturday: Tiers 1 & 2: 26 out of 49 lines/line groups; Tiers 3 & 4: 11 out of 26 lines/line groups
 - Sunday: Tiers 1 & 2: 26 out of 49 lines/line groups; Tiers 3 & 4: 13 of 26 lines/line groups
- The NextGen lines with improved frequencies appear to be most supportive of ridership recovery.



Conclusions

During the pandemic with Stay-at-Home orders, ridership declined sharply and trips were shorter-distance because people were not commuting as much and traveling closer to home. Non-peak ridership was more resilient as those trips were largely composed of essential workers and/or essential trips.

As ridership has recovered, off-peak and EFC shares of ridership have remained larger than pre-pandemic, and the average trip length has remained shorter. These outcomes are consistent with the intent of the NextGen Bus Plan to grow ridership in off-peak and shorter-distance travel markets.

As at September 2023, weekday ridership is around 76%, Saturday 86%, and Sunday ridership is 92% of pre-COVID ridership. Year over year ridership growth returned in the first half of 2023 after full service was restored, following slower growth in the second half of 2022 when service levels were reduced and the numbers of cancellations were high.

Metro is now fully staffed with bus operators, allowing for more reliable service. 2023 has presented an opportunity for the full benefits of improved frequency and accessibility under the NextGen Bus Plan to be enjoyed by riders.

Ridership recovery has been strongest where service frequencies and accessibility have been improved. These benefits of NextGen should be promoted together with continued promotion of programs such as fare capping, LIFE, and GoPass to accelerate ridership recovery and achieve the growth intended from NextGen.



**Questions?
Thank You**