



## Board Report

**File #:** 2024-1065, **File Type:** Informational Report

**Agenda Number:** 35.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2025

**SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q3 CY2024**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE status update on NextGen Bus Ridership.

#### **ISSUE**

This report provides an assessment of Metro's bus ridership for the third quarter of calendar year 2024 (Q3 CY2024) consisting of July, August, and September 2024 compared to the pre-pandemic/pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by day type (weekday, Saturday, Sunday), service area, across Equity Focus Communities (EFCs)/non-EFCs, time period, line/line group, and average passenger trip length.

#### **BACKGROUND**

- The Metro Board adopted the NextGen Bus Plan in October 2020.
- The NextGen Bus Plan was designed to create a fast, frequent, and reliable Metro bus system and to be rolled out in two phases: "Reconnect" and "Transit First."
- Reconnect was the initial phase to restructure the existing network, and it was implemented over three implementation dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan's effectiveness through strategic, quick-build capital investments to improve bus speeds and direct saved revenue service hours to bus frequency improvements.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage during the COVID-19 pandemic required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability.
- Full restoration of NextGen Bus Plan service levels was completed in phases by December 2022.

- Metro continued to operate the full NextGen bus service levels through 2023 into 2024 with improved reliability due to full bus operator staffing, achieved by August 2023.
- However, a 1-2% operator shortage has existed since the December 2023 service change, when the operator requirement increased due to more peak service from increased ridership and some recruiting challenges. Recruitment efforts have been ramped up in response, and overall canceled service levels remain low, though higher than in the second half of CY2023.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro's 119 bus lines, summarized in Table 1. Tier 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.

**Table 1: NextGen Frequency Tiers as of December 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	29
Convenience Network (Tier 2)	12-15	12-15	20-30	15-30	26
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	38

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. This expected increased ridership was attributable to increased speed of service/reduced travel times from implementing items from the speed and reliability tool kit, including new bus lanes, expanded transit signal priority, all-door boarding, and reinvestment of time savings for increased service frequencies. Progress on such implementations includes 70.7 lane miles of new bus priority lanes implemented as of September 2024, and 23.9 additional lane miles are in planning (Vermont Av) or pending construction (Florence Av, Santa Monica Bl). Transit signal priority and all-door boarding are other speed and reliability initiatives that should begin implementation in the first half of CY2025, with ongoing optimization of bus stops and terminals.

Metro bus ridership continues to recover and is near pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth supported by implementing the remaining Transit First bus speed and reliability improvements.

## **DISCUSSION**

In examining ridership results to date, it is essential to note the impact of the COVID-19 pandemic, which began in March 2020 and significantly affected Metro bus service levels and ridership and societal changes such as increased telecommuting.

As of Q3 CY2024, average daily bus system ridership continues to grow. The recovery rates of Q3 CY2024 compared to Q2 CY 2024 are:

- Weekday ridership was 82.9% (record Q3 post-COVID average weekday ridership of 804,279 in September 2024)
- Saturday ridership was 91.6% (record Q3 post-COVID average Saturday ridership of 535,682 in August 2024)
- Sunday ridership was 97.0% (record Q3 post-COVID average Sunday ridership of 449,902 in August 2024).

The San Fernando Valley continues to show the highest ridership recovery in Q3 CY2024 compared to the four other service areas at 89.6% of pre-pandemic Q3 CY2019 levels on weekdays, 101.4% on Saturdays, and 110.6% on Sundays. Increased ridership of 3-6% occurred on weekdays over the same quarter of 2023, with similar gains on Saturdays and even larger increases (8-12%) on Sundays. Many San Fernando Valley lines benefit from NextGen Bus Plan investments, especially off-peak frequencies. However, they were mainly Tier 2 lines, with service improved all day, weekday, and 15-minute service and some weekend improvements.

The proportion of boardings in Equity Focus Communities (EFCs) remains up this quarter at around 1.13% above pre-pandemic levels on weekdays, with Saturdays up 0.32% and Sundays up 0.3%. Again, the NextGen Bus Plan prioritized EFCs for frequency improvements.

Midday weekday Q3 CY2024 ridership recovery was at 85% of pre-pandemic levels, exceeding both AM peak (74%) and PM peak (81%) recovery. This aligns with the focus on investing service hours in the midday period under the NextGen Bus Plan and changes in travel patterns related to factors such as increased telecommuting by office workers.

The average passenger trip length remains at around 3.5 miles, the same as the previous quarter. It is below the pre-NextGen/pre-COVID average passenger trip lengths above 4 miles, reflecting both post-COVID changes to trip-making (more telecommuting, etc.) and the NextGen focus on increasing market share for the shorter 1-5 mile trips.

In Q3 CY2024, there were 20 lines/line groups weekday (up from 18 in Q2), 29 lines/line groups Saturday (up from 24), and 43 lines/line groups Sunday (up from 40), exceeding their pre-COVID Q3 CY2019 ridership numbers, even with overall recovery rates for each day type declining slightly. The strongest recoveries continue to be those with significant NextGen improvements.

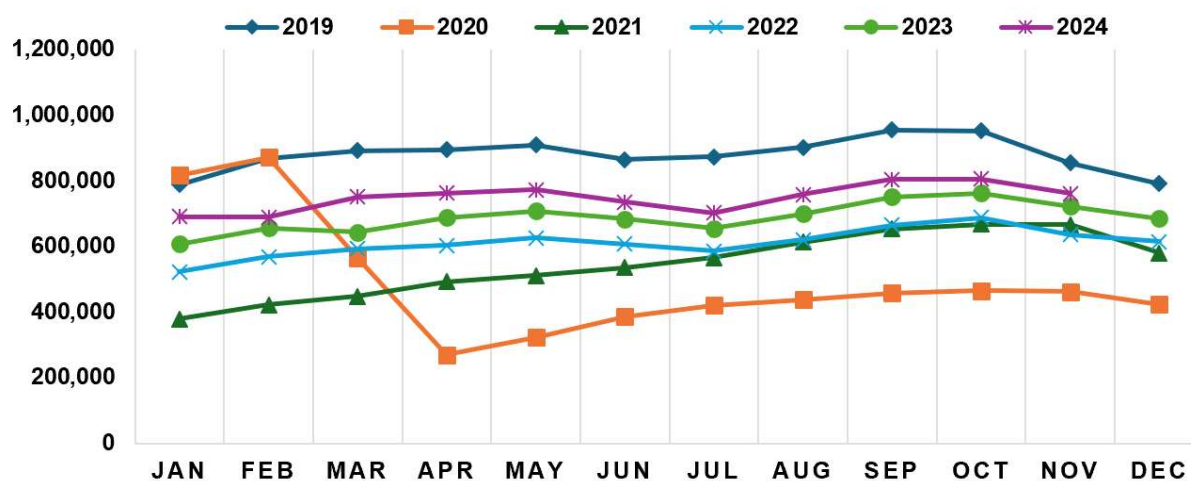
A more detailed analysis is provided in Attachment A, which this report summarizes. Attachments B, C, and D to this report provide detailed data on systemwide and line/line group level for average weekday, Saturday, and Sunday bus ridership observed between Q3 CY2019 (pre-pandemic and pre-NextGen) and the same period Q3 CY2024. The period of this analysis tracks the significant 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.

## Ridership Trends from 2019 to 2024

Complete restoration of bus service by December 2022, combined with more reliable service delivery and programs such as GoPass for students and LIFE Program for low-income riders, have contributed to much stronger ridership recovery through 2023 and continuing in 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

In March 2024, average weekday bus ridership again exceeded 750,000, and the post-pandemic average weekday ridership of 761,757 records set in October 2023 was exceeded in both April and May 2024 (762,811 and 772,969, respectively). The highest monthly averages in 2024 were September (804,279, the last month of the quarter being reported on here) and October (804,963). (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2024)

**Chart 1: Average Weekday Ridership by Month**



### Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley shows the highest rate of weekday ridership recovery, at 89.6% in Q3 CY2024 (down from 91.3% in Q1 CY2024). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of 10 local lines and the Metro G Line BRT with 10-15 minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the East Valley were also restructured to match regional travel patterns that were more focused on North Hollywood. The Q3 CY2024 San Fernando Valley area average weekday ridership compared to Q1 CY2024 was up 11.1%, so ridership growth remains strong.

The four other Service Council areas' weekday ridership recovery rates for Q3 CY2024 were as follows, each declining slightly compared to the previous quarter:

- San Gabriel Valley: 77.4% (up from 74.4% in Q3 CY2023)

- Gateway Cities: 79.6% (up from 75.1% in Q3 CY2023)
- Westside Central: 78.6% (up from 74.6% in Q3 CY2023)
- South Bay Cities: 84.8% (up from 78.3% in Q3 CY2023)

Of the above service areas, South Bay Cities has exceeded the other three areas by over 5%. Attention will be given to the other three service areas to look for opportunities to improve service to generate higher ridership. Examples include the Line 260 extension to Willowbrook and Line 665 frequency improvement in East LA, which are being implemented in the December 2024 service change. Two small lines in the San Gabriel Valley service area (Pasadena) will be transferred to municipal operator Pasadena Transit to integrate into their network for improved local travel options, as planned in NextGen. Also, new bus lanes on Roscoe Bl should provide faster, more reliable service for Line 152 to better serve our riders and increase ridership.

**Table 2: Percentage Change in Average Daily Ridership by Service Area and Day Type**

Service Area	Weekday Q3 2024 vs Q32023	Saturday Q3 2024 vs Q3 2023	Sunday Q3 2024 vs Q3 2023
Gateway Cities	6.0%	6.6%	11.1%
San Fernando Valley	6.3%	4.1%	8.6%
San Gabriel Valley	4.0%	4.2%	9.7%
South Bay Cities	8.3%	9.3%	13.7%
Westside Central	5.3%	6.2%	11.7%

On Saturdays, San Fernando Valley again showed the highest recovery at 101.4%, while other areas were at 81.7 to 91.3%. Saturday ridership increases in all service areas were 3-8% over the same quarter in CY2023.

The average Sunday ridership recovery rate was 97.0% overall. San Fernando Valley's recovery rate was 110.6%, and other service areas were 87.3% to 99.1%. Sunday Q3 CY2024 ridership recovery rates showed 8 and 12% increases compared to Q3 CY2023, with South Bay Cities the next best to San Fernando Valley and almost fully recovered at 99.1%.

Table 2 shows the percentage change in average daily ridership by service area between Q3 CY2023 and Q3 CY2024. While the Q3 CY2024 rate of recovery versus Q3 CY2019 was less than that of Q2, the overall growth in ridership remained strong in all service areas on all day types, with South Bay Cities showing the strongest growth between Q3 2023 and Q3 2024, and Sunday having strongest growth in all five service areas. (See also Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q3 CY2019 - Q3 CY2024)

#### Ridership by Time Period

As of Q3 CY2024, early AM and AM peak period ridership remains the least recovered at 78% and

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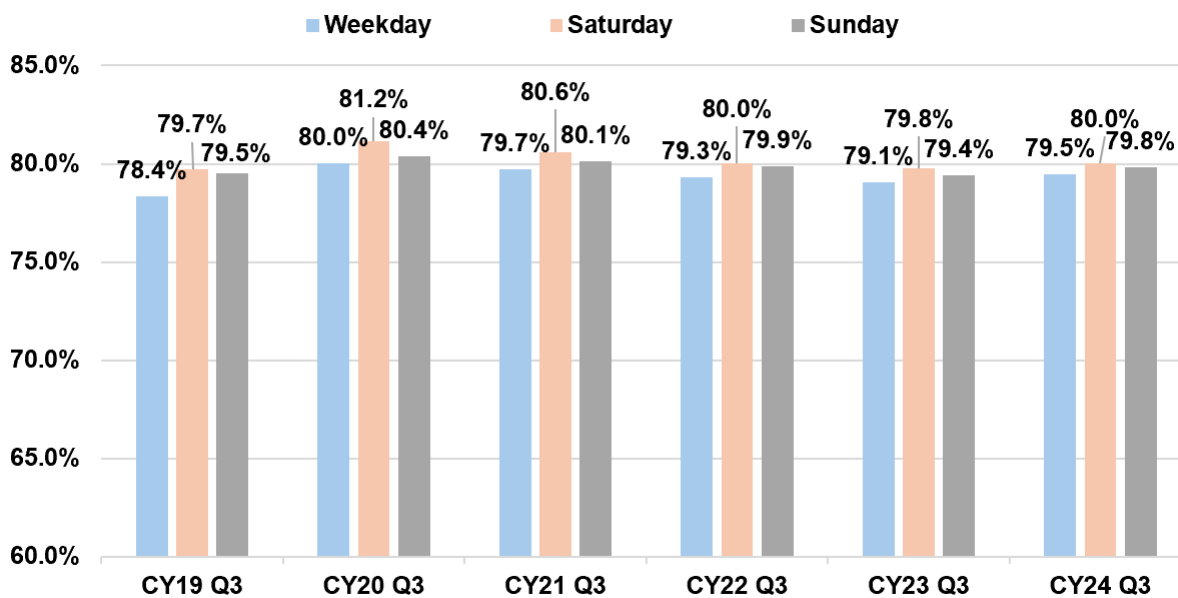
74% of 2019 levels, respectively, while the PM peak and evening recovery rates were both 81%. By contrast, the midday, late evening, and Owl periods share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 85%, 90%, and 95%, respectively. This suggests that fewer traditional office workers commute on transit during peak morning hours. The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays.

Weekend ridership recovery by time of day was higher than weekdays in Q3 CY2024. Saturday AM peak ridership had the lowest recovery rate at 84%, while Saturday early AM, midday, PM peak, and evening were slightly more recovered at 92%, 87%, 88%, and 90%, respectively, suggesting these periods lead the Saturday ridership recovery. As with weekdays, the Saturday late evening and Owl periods had the highest recovery rates of 96% and 99%, respectively, with their usage likely dominated by those dependent on transit. Sunday recovery rates by time period for Q3 CY2024 were closer together at between 95% and 102%, except early AM, which at 115% exceeded the overnight Owl period recovery (102%), the only other period to exceed 100% in Q3 CY 2024 compared to Q3 CY2019. (Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q3 CY2019 - Q3 CY2024)

#### Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by up to 1.6% on weekdays, 1.2% on Saturdays, and 0.8% on Sundays during Q2 CY2020, when COVID was most active, compared to pre-COVID. By Q3 CY2024, EFC boardings were 1.13% higher than pre-COVID on weekdays and had returned closer to pre-COVID levels on weekends (up 0.32% Saturday, up 0.3% Sunday). The 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 and mainly reside in EFCs. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs, which has likely contributed to the 1%+ increase in the share of boardings weekdays that should continue to be seen in EFCs in 2024 and 2025. This change may also be attributable to fewer choice riders using weekday services in non-EFCs, with factors such as telecommuting continuing post-pandemic.

Chart 2: EFC Ridership as a Percentage of Total Ridership



(See also Attachment A, Chart 13: Percentage of Total Boardings in EFCs by Day Type: Q3 CY2019 through Q3 CY2024)

Lines serving Equity Focus Communities with the strongest ridership recovery (over 90% recovered weekdays and weekends) include:

- Vermont Av Local Line 204

- Central Av Line 53
- Compton Av Line 55
- Vernon Av Line 105
- Slauson Av Line 108
- Gage Av Line 110
- Florence Av Line 111
- Century Bl Line 117
- Willowbrook Av Line 202
- Hoover St Line 603,
- W 8<sup>th</sup> St and E Olympic Bl in East LA Line 66
- Soto St East LA and Huntington Park Line 251
- Huntington Park Shuttle Line 611
- Boyle Heights Shuttle Line 605

Many of these lines operate 15-minute or better service all day on weekdays as a result of the NextGen Bus Plan implementation.

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been weaker on lines serving Downtown LA, which have seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (examples include Broadway Line 45, Avalon Bl Line 51 in South LA, W Olympic Bl Line 28, and Pico Bl Line 30). Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts coming out of COVID.

### Average Trip Length

The Metro bus system's average passenger (unlinked) trip length dropped from 4.2-4.3 miles to just below 3.0 miles in the pandemic year 2021. This trend was likely due to a significant reduction in long-distance commute trips. As ridership recovered in 2022 through 2024, average passenger trip lengths have increased to and remained at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips, 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 and weekends. (Attachment A, Chart 17 Average Passenger Trip Length)

### Ridership and Productivity by Service Tiers and Lines

This section compares average daily line ridership for Q3 CY2024 versus Q3 CY2019 for each day type (weekday, Saturday, Sunday). Because the NextGen Bus Plan change involved restructuring lines and groups of lines, to provide a fair comparison of the changes in ridership, this analysis must, in some cases, be based on comparing ridership for groups of lines. While in Q3 2024, 119 individual Metro bus lines were operating, the ridership recovery rate analysis is based on 82 Weekday, 75 Saturday, and 74 Sunday lines/line groups. Detailed data is included in Attachments B, C, and D, respectively.

The overall bus system ridership recovery rate in Q3 CY2024 was 82.9% for weekdays, 91.6% for Saturdays, and 97.0% for Sundays compared to Q3 CY2019 as a pre-COVID baseline. There were 20 (up from 18 in Q2) weekday, 29 Saturday (up from 24 in Q2), and 43 (up from 40 in Q1) Sunday lines/line groups exceeding their pre-COVID Q3 CY2019 ridership numbers in Q3 CY2024. The review focused on lines showing above and below system average ridership recovery. The review also examined lines/line groups for 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 all bus lines) with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery:

**Table 3: Line Recover by Tier and Day Type**

Number of Lines/Groups Above Average Recovery Q3 2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
<b>Tier 1</b>	18	18	16
<b>Tier 2</b>	15	15	14
<b>Tier 3</b>	8	8	8
<b>Tier 4</b>	11	4	8
<b>Total</b>	52	45	46

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

The common denominator of less ridership recovery along some Tier 1 and Tier 2 lines is that they serve Downtown LA. This neighborhood has seen reduced daily work-related trips due to increased telecommuting, negatively impacting many downtown service industry businesses and further reducing travel to downtown LA. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the

new Metro Regional Connector and the Metro bus network for those returning to work and the many leisure and entertainment events occurring there.

This pattern was noted for the G and J Line BRT services, with notably lower ridership recovery, especially on weekdays. Before COVID, these lines had higher usage by discretionary riders who appear not to be traveling as much for work in downtown LA or other locations, such as Van Nuys or Warner Center in 2023. Notable ridership changes also occurred in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate. The ridership recovery rate for the corridor overall was 87.3% on weekdays (down from 88.7% in Q2), with the Local Line 204 having a recovery rate of 105.7% (down from 109.3% in Q2). By comparison, the Vermont Rapid Line 754 serves a very high EFC corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 68.7% (up from 67.7% in Q2). Line 754 saw notably high cancellation rates in 2022, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 118.5%; Rapid 69.0%) and Sunday (Local 104.1%; Rapid 83.7%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro's service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on Gage Av, and Line 117 on Century Bl, all serving South LA, and Line 605, serving Boyle Heights.

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

Data also consistently showed that increased service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery and better productivity compared to lines that saw stable or fewer service hours compared to pre-NextGen. This suggests that the NextGen Bus Plan changes have successfully generated a good return from service hours reinvested in the NextGen frequent network.

More details on line-level ridership can be found in the report (Attachment A) and data tables (Attachments B, C, D). This analysis shows that the NextGen Bus Plan's focus on a fast, frequent, and reliable network supports higher ridership recovery. These ridership recovery results will continue to be tracked and reported on as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all door boarding (more details on these initiatives are in the next section). Staff will review ridership for Q4 CY2024 (October through December 2024) as the basis for the next ridership report.

### Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan, which involves route restructuring and the establishment of frequency tiers, the Transit First scenario of NextGen is designed to increase ridership based on the increased speed of service and reduced travel times as a result of

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implementing items from the speed and reliability toolkit. These items include new bus lanes, expanded transit signal priority, all-door boarding, and reinvestment of time savings for increased service frequencies.

Progress on such speed and reliability implementations include 70.1 lane miles of new bus priority lanes implemented or almost completed as of the end of CY 2024 across Metro's service area, with the Roscoe Bl bus priority lanes to be the latest to be implemented. Updates on upcoming and recent projects are listed below:

#### *Roscoe Boulevard Bus Priority Lanes (Metro Line 152)*

In June 2024, LADOT began installing this 21-lane-mile project. This project provides peak-period bus priority lanes on Roscoe Bl between Topanga Canyon Bl and Coldwater Canyon Av. It is the first project to be delivered as part of the North San Fernando Valley Transit Corridor project. Construction was completed in October 2024.

#### *Florence Avenue Bus Priority Lanes (Metro Line 111)*

In June 2024, the design was completed for the City of LA portion of the Florence Av Bus Priority Lanes project. The design for the Unincorporated LA County portion is expected to be complete in February 2025. This project will provide 10.2 lane miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station. Concurrent with design, Metro is working to secure construction permits from both the City of LA and LA County. Construction is expected to begin in early 2025.

#### *Vermont Avenue Bus Priority Lanes (Metro Lines 204 & 754)*

Metro will deliver quick-build bus priority lanes to key corridor segments ahead of the larger BRT project as part of the Vermont Transit Corridor project. This will bring speed and reliability improvements to the over 36,000 daily weekday riders ahead of the larger project.

The Bus Speed Working Group identified a 5-lane mile northern segment of Vermont Av between Sunset Bl and Wilshire Bl and a 7.5 lane-mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station as quick-build bus lane projects that could be delivered ahead of the BRT improvements on Vermont Av. The proposed bus lanes would be in service full-time along the southern segment and weekday peak periods along the northern segment.

Metro Community Relations staff and Community-Based Organization partners have been conducting briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Ave regarding the overall BRT project and the quick-build bus lanes. The quick-build bus lanes will be delivered as soon as early 2025.

#### Bus Lane Enforcement

Metro continues to partner with LADOT to have dedicated parking enforcement details patrol and enforce bus lanes in the City of LA. Enforcing the no-parking regulations in the bus lanes helps riders get to their destinations faster and more reliably.

In addition, Metro continues to make progress on the automated Bus Lane Enforcement (BLE) program. Metro has awarded a contract to Hayden AI Technologies to implement the BLE pilot on 100 buses. Half of these buses have been equipped with the BLE hardware, with the second half expected to be complete in FY25 Q1.

Metro is leading the BLE outreach plan in coordination and cooperation with LADOT, and it is underway. The outreach effort will focus on the affected BLE corridors and include some general program informational materials for a wider audience. Metro's partner agency, LADOT, worked to amend the City's municipal code to allow citations under the BLE program. The City Council approved these changes in October 2024. A 60-day warning period and outreach effort began on November 1, 2024. A full community engagement plan is being developed. Outreach will be conducted in English, Spanish, and other significant languages where relevant to the communities of focus for the program.

## **EQUITY PLATFORM**

The NextGen Bus Plan was developed using an equity methodology, placing more service in Equity Focus Communities, which are historically more transit-dependent. A central goal of the NextGen Bus Plan was to improve transit service frequencies, travel times, and reliability for Metro system riders. Eight in 10 Metro riders 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 almost 6 in 10 are below the poverty line.

Improvements such as greater off-peak frequencies have helped essential workers and other riders make essential trips, with an increased share of off-peak ridership noted during the height of the pandemic.

This analysis shows that a subsequently greater proportion of increased ridership has occurred among EFC residents since the NextGen changes were implemented with increased frequency of service and speed and reliability enhancements that continue to be implemented. By providing a fast, frequent, reliable network as designed through the NextGen process, the network was designed with a significant focus on serving EFCs to provide these communities with reduced wait times, shorter travel times, and improved access to key destinations.

Staff will continue to monitor ridership in EFC and Non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, ensuring enough service capacity is provided based on ridership, and that all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus service and related adjustments, such as comments received via Metro's social media channels, Customer Care, and through the Service Council meetings, where

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service changes are explained and discussed with the public, These channels provide valuable insight into key customer experience concerns of riders.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through current and planned investments that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

This item is a vital part of Metro operations, tracking the recovery of Metro bus ridership by region, day type, time of day, and line/line groups. This recovery, in part, represents people returning to transit post-COVID in place of single-occupant auto travel. This ridership information is used to evaluate the effectiveness of the Metro bus service and develop adjustments to improve service, helping further expand the attractiveness of both Metro bus and rail systems as an alternative to single-occupant vehicle travel and to increase Metro transit system ridership. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with reducing VMT.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goals:

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 and improve competitiveness with other transportation options.

Goal #2: Deliver outstanding trip experiences for all transportation system users. 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**

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The NextGen Bus Plan network ridership will continue to be monitored through the remainder of 2024 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will continue implementing bus speed and reliability improvements, such as new bus lanes. Another update is planned for the Board in early 2025, tracking the detailed progress on ridership recovery during Q4 CY2024.

## **ATTACHMENTS**

Attachment A - NextGen Ridership Analysis Q3 CY2024

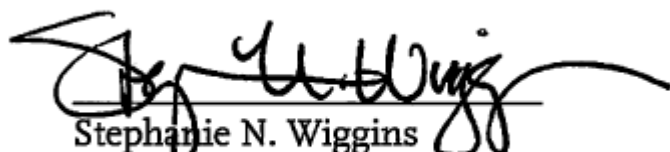
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group

Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group

Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins  
Chief Executive Officer

### NextGen Ridership Analysis – Q3 CY2024

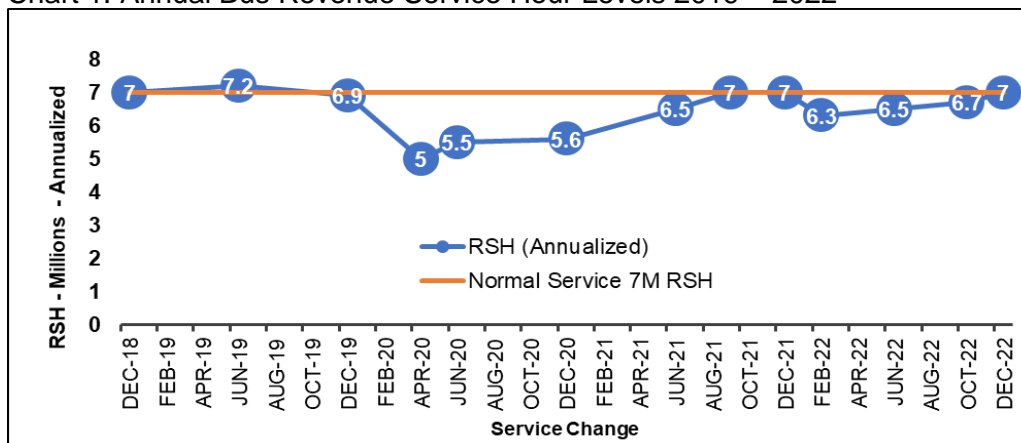
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community, beginning in March 2020. This second item includes the Omicron spike in COVID cases and the national bus operator shortage and resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023, though a 1-2% shortfall has occurred in operator numbers during CY24 Q1, Q2, and Q3.

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 (when ridership peaked pre-COVID) and 2024, 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 was implemented 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 as ridership began to increase. The most significant restoration of service levels occurred in June 2021, with a jump from 5.6 million to 6.5 million annual RSH towards implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020.

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



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. 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 and has remained at that level ever since. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. Operator staffing has been 1-2% below full levels in CY24 Q1, Q2, and Q3, which has impacted service delivery, but cancellation rates remain below 5% and are usually below 2% on weekdays and Saturdays. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

### Travel Demand:

Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and 2024 and overall remains around 7% below pre-COVID levels based on preliminary 2024 data. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 8% below pre-COVID levels in 2023 and 7% below in 2024. However, patterns by time of day are mixed. AM peak travel volumes remained well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and preliminary data for 2024 shows it matching pre-COVID midday volumes. After a surge in afternoon peak travel in 2022 exceeding pre-COVID levels in the 3 PM hour, that demand appears to have leveled off to pre-COVID levels in 2023 and 2024. The 5 PM time period (“commuter peak”) has recovered to less than pre-COVID, though not as large a difference compared to AM peak. Some of this lack of recovery may relate to expanded

Chart 2: Total Daily Trips in LA County Q3 & Q4 percentage difference from 2019, 2019-2024

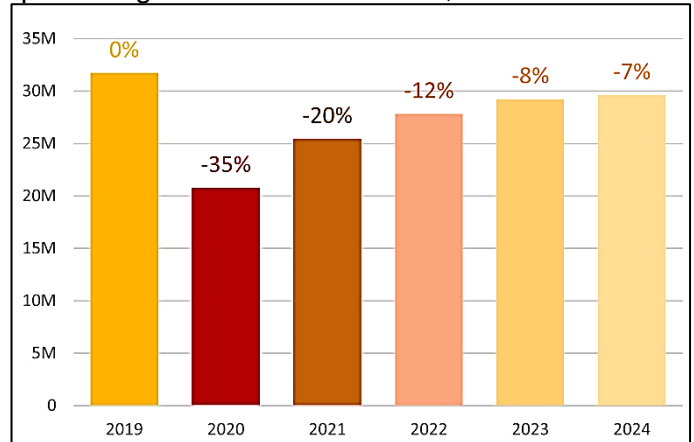
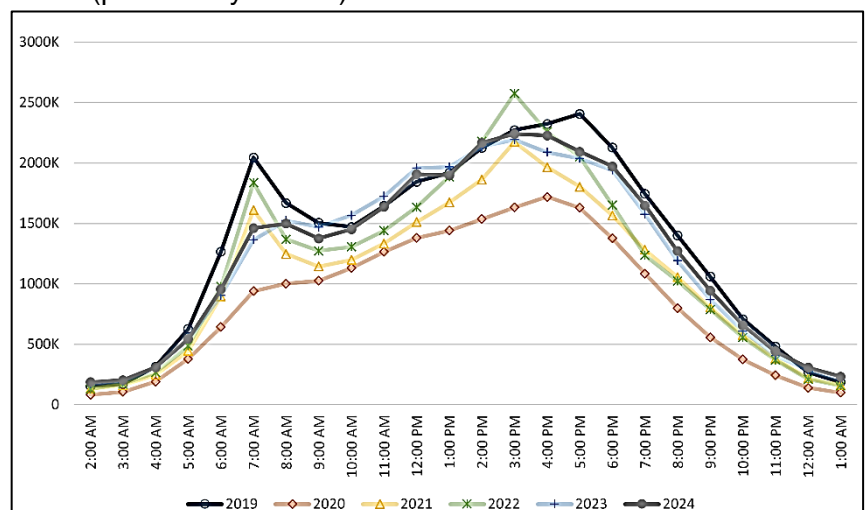


Chart 3: Total Daily Trips By Year and Hour, LA County 2019-2024 (preliminary results)



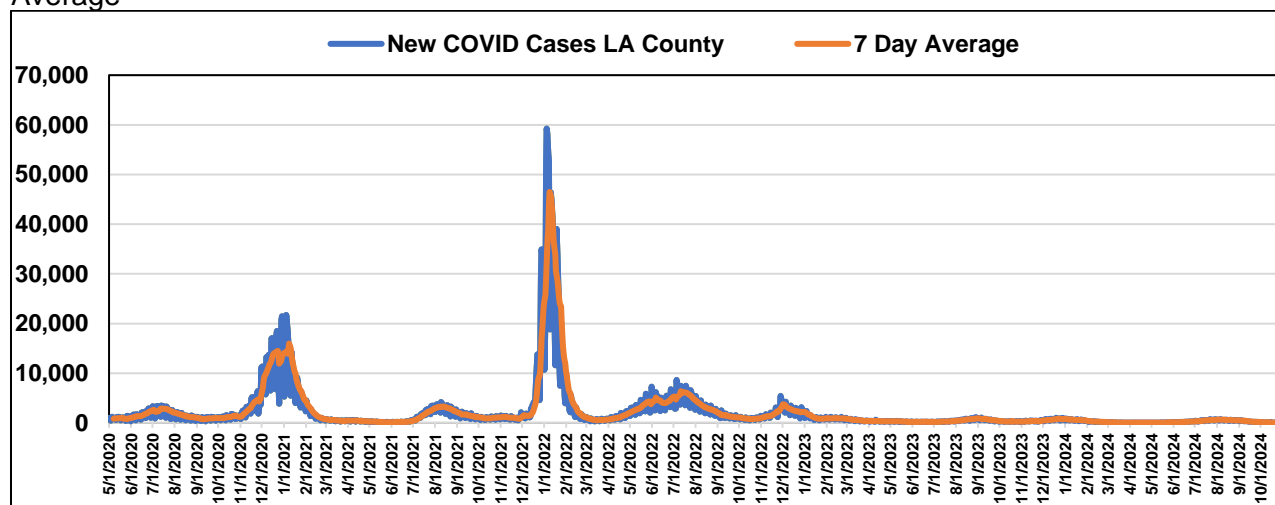


online services and commerce (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored to help understand bus ridership patterns. Research by UCLA suggests changes not just in work commutes but also other travel segments. Evening travel demand is close to pre-COVID in the early evening and the same as pre-COVID for the later hours of the evening and overnight period in 2024.

### COVID Cases:

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 remained very low throughout 2023 and 2024, with a minor increase in reported cases in winter 2023-2024 and the summer 2023 and 2024. Cases are likely underreported in these years and are having less impact on overall travel in these most recent two years as people have adapted to living with COVID.

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 ridership recovery was similar to the travel demand recovery 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 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

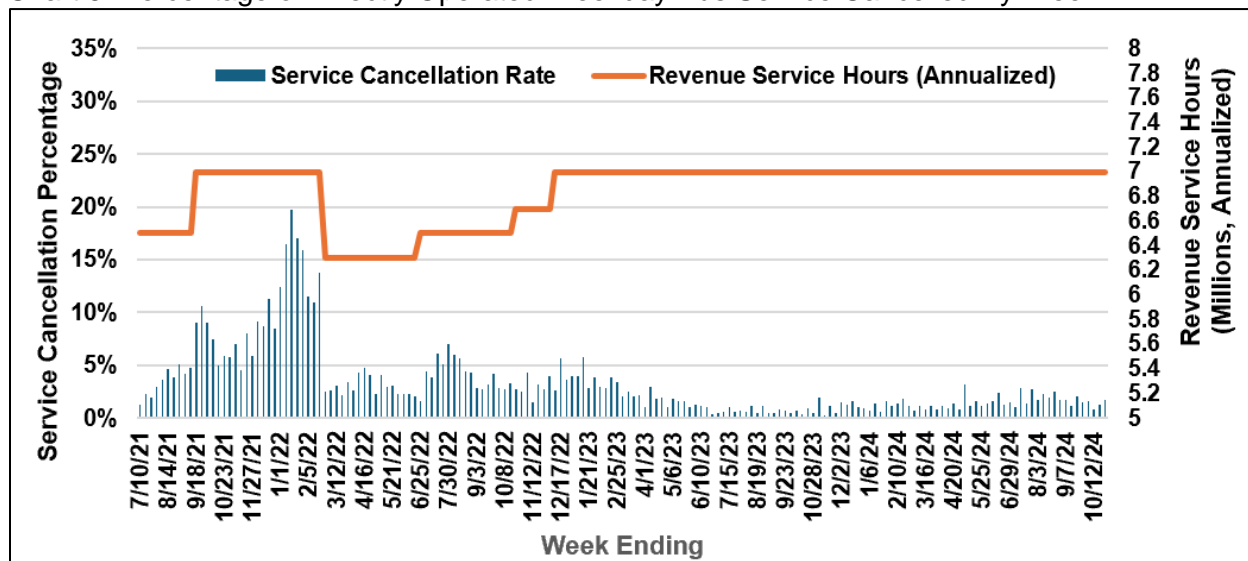
ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

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 fare collection 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 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.

Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week

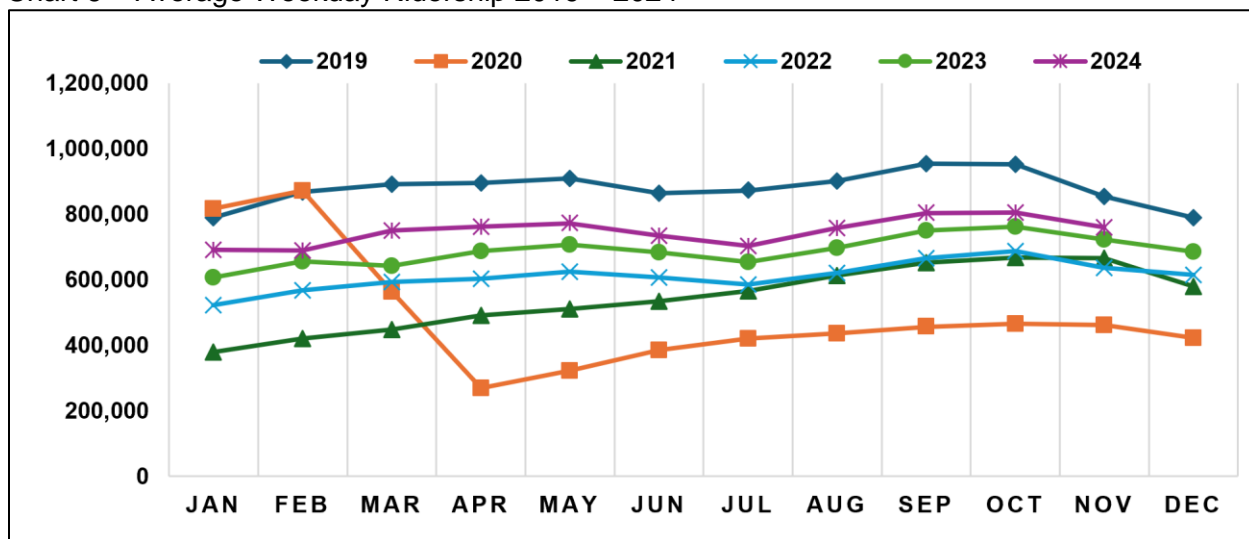


Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change and operator recruitment challenges (such as low turnout rate to commence training) have seen a shortage of around 1-2%

in operator numbers during Q1, Q2, and Q3 CY2024. New operator class sizes have again been increased to reverse this trend. Service cancellation numbers remained low (generally under 2% weekdays and Saturdays), though higher than they were in the second half of CY2023 (which were under 1% for weekdays and Saturdays). 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.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, and into 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 83.4% for Q4 CY2023, increasing to 83.7% in Q1 CY2024 and to 85.1% in Q2 CY2024, though declining to 82.9% in Q3 CY2024. In May 2024, weekday ridership averaged 772,969, a post-COVID record, with additional records set in September 2024 (804,279), the last month in the Q3 reporting quarter, and subsequently in October 2024 (804,963).

Chart 6 – Average Weekday Ridership 2019 – 2024



While Metro saw continued month over month increases in ridership, this particular quarter showed a lower set of recovery rates compared to the previous quarter Q2 2024 compared to the same quarter in CY2019. The CY2019 Q3 quarter had strong ridership with over 900,000 average weekday boardings, almost 578,000 Saturdays, and 456,000 Sundays and slightly lower ridership recovery in Q3 CY2024.

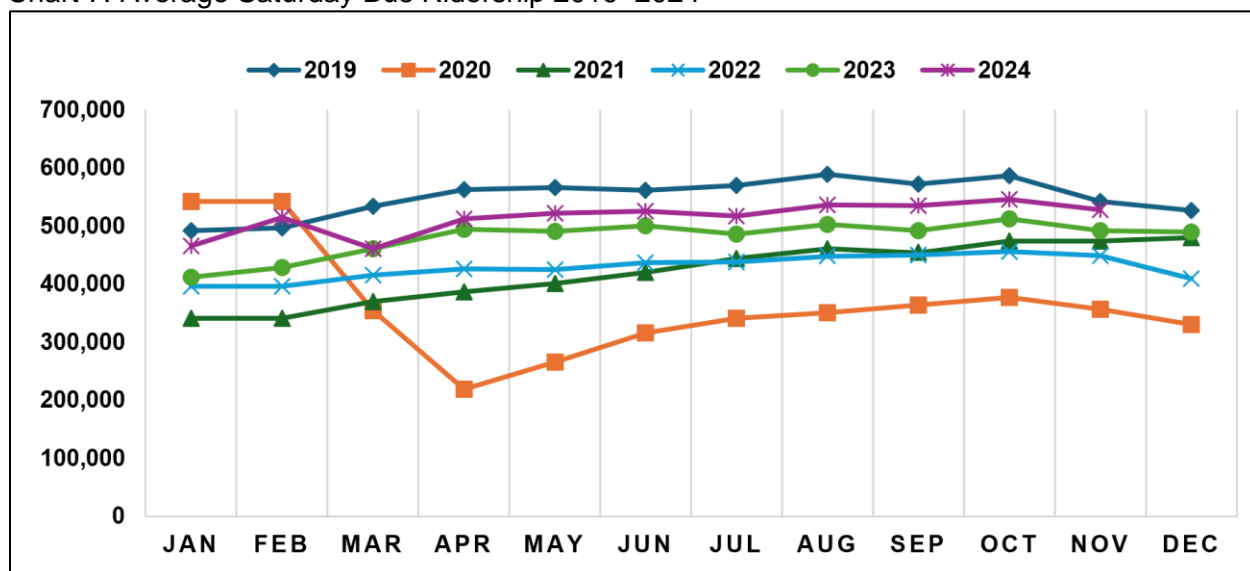
### **Saturday Bus System Ridership**

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. As with weekday service, Saturday service reliability was an issue 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 during the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday bus ridership was 90.3% of pre-COVID levels and that recovery increased to 94.0% for Q1 CY2024, then dropped slightly to 92.4% for Q2 CY2024, with a further drop to 91.6% in Q3 CY2024. Weekend ridership can vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekends, with various events and weather impacts occurring each quarter.

Chart 7: Average Saturday Bus Ridership 2019–2024

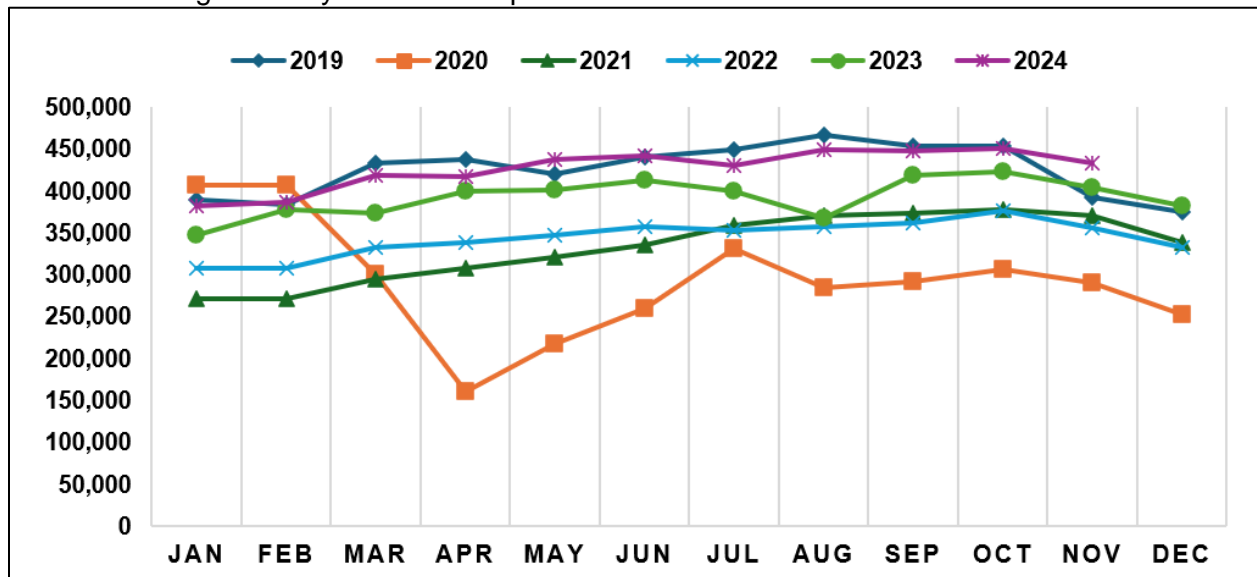


### **Sunday Ridership**

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.

By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with 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 94.0% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q4 CY2023, Sunday bus ridership recovery was 99.97%, though the recovery rate declined slightly to 98.3% in Q1 CY2024, rebounded to 100.3% in Q2 CY2024 (the first recorded quarter of fully recovered Sunday ridership), then declined to 97.1% in Q3 CY2024. As mentioned above, these declines in recovery rates are partly in relation to the comparative growth in the same quarter in CY2019 and may also relate to the variability of weekend ridership for which the number of days is smaller; thus, any individual day can have more impact on the average.

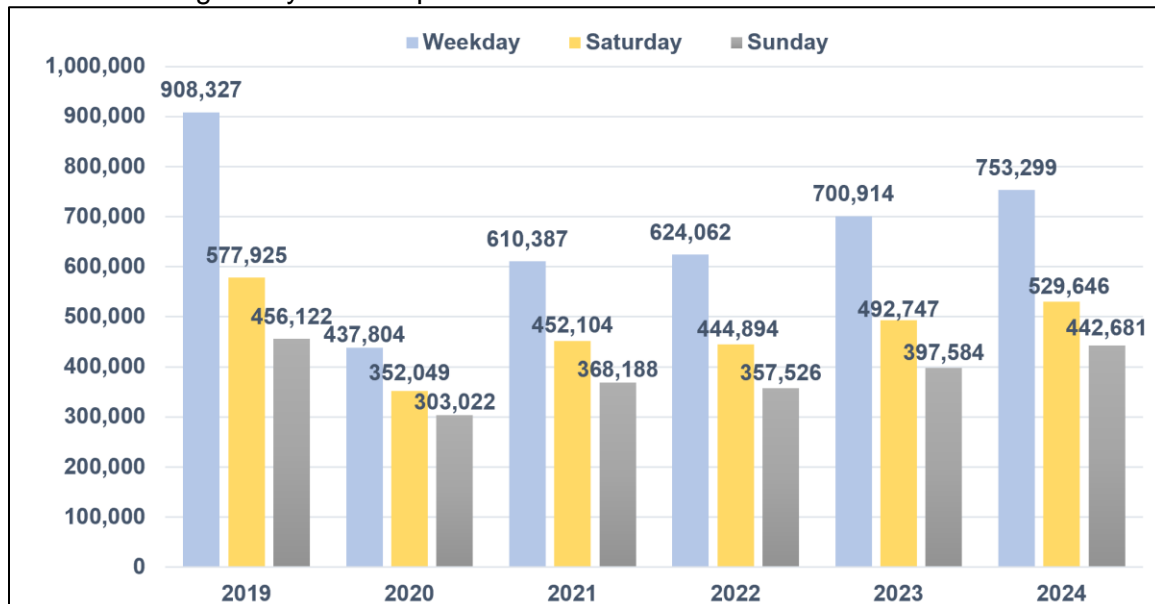
Chart 8: Average Sunday Bus Ridership 2019-2024



### Current Ridership

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to increase incrementally between Q4 CY2021 and Q4 CY2022.

Chart 9: Average Daily Ridership Q3 CY 2019 – Q3 CY 2024



This slower rate of weekday ridership growth and the slight decline in weekend ridership in Q4 CY2022 followed the large surge in ridership in 2021 and is similar to the slower growth in travel demand as shown in Charts 2 and 3, and occurred during the period of bus service reliability problems that resulted in higher cancellations and a service reduction in February 2022. Service was restored in phases between June and

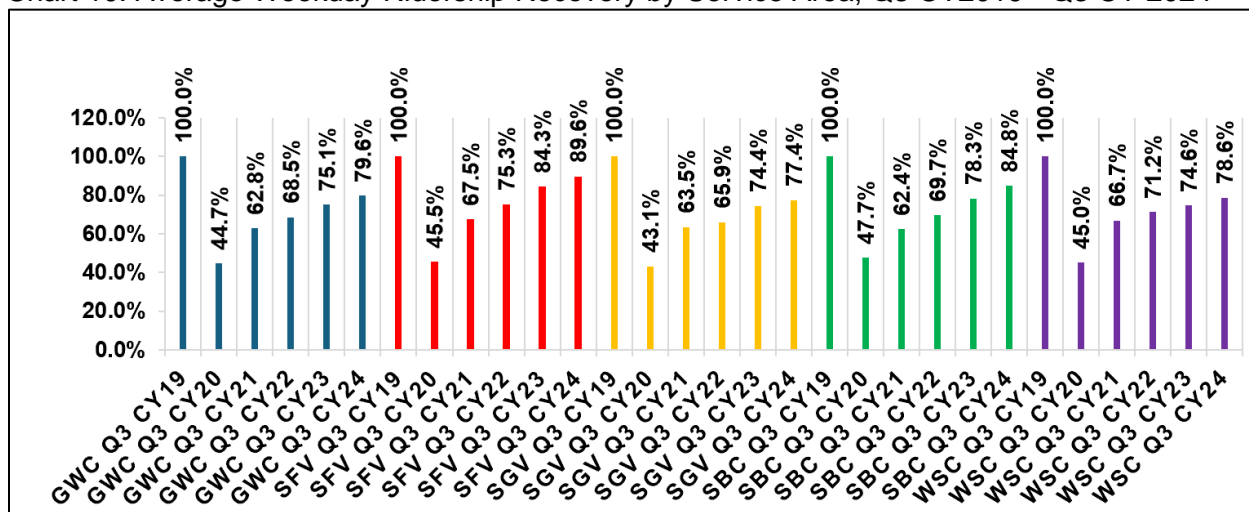
December 2022 as operator numbers increased. The growth from 2022 to 2023 and continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q3 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9.

Full-service restoration and improved service reliability thanks to full bus operator staffing, 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 continuing into 2024, though weekday and Saturday growth this quarter appeared to slow compared to 2023 over 2022 growth. There was more limited ridership growth seen in 2022 over 2021 weekdays with declines seen during weekends that year, likely linked to the operating challenges then with high cancellations.

### 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, at 89.6% in Q3 CY2024 (down from 91.3% in Q2 CY2024). This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 84.8% (down from 85.8% in Q2) for the South Bay Cities, 78.6% (down from 83.5% in Q2) for Westside Central service area, 77.4% (down from 81.3% in Q2) for San Gabriel Valley service area, and 79.6% (down from 80.9% in Q2) for the Gateway Cities service area. All five areas declined slightly compared to Q2 CY2024 recovery rates, though they all still saw average weekday ridership increase, so the ridership recovery decline may relate more to the high ridership experienced in Q3 of CY2019.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q3 CY2019 - Q3 CY 2024



Historically, 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. 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 (6<sup>th</sup> - Whittier)
  - Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6<sup>th</sup> 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 (subsequently adjusted to 12 minutes with an extension to Glendale and Eagle Rock Plaza in June 2024 with service coordinated with Line 180, also at 12-minute headways for maximum frequency between Hollywood/Vine, East Hollywood, Los Feliz, Glendale, and Eagle Rock Plaza)
- 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
  - 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
  - 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
  - Line 210 increased from every 20 to every 10 minutes peak and midday
  - Line 212 increased from every 12-15 to every 10 minutes peak and midday
  - Express service J Line increased from every 15 minutes to every 10 minutes during midday
- 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
  - 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
  - Line 232 increased from every 22 to every 15 minutes peak
  - 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:

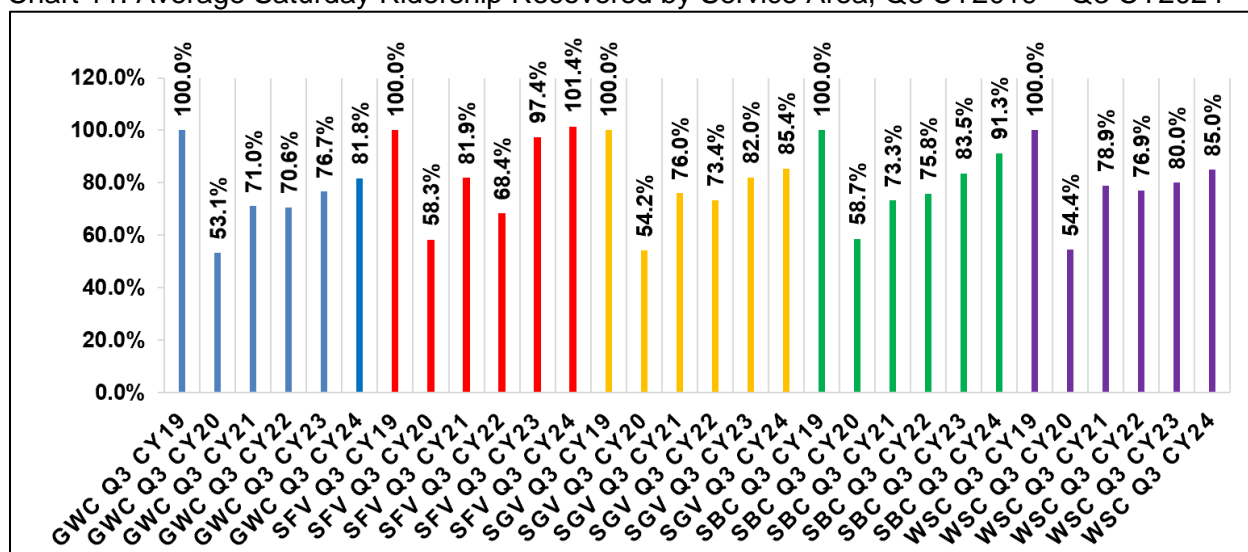
- Tier 1: five local lines had frequency improvements:
  - Line 53 increased from every 15 to every 10 minutes midday
  - Line 60 increased from every 18 to every 10 minutes midday
  - Line 105 increased from every 18-20 to every 10 minutes peak and midday
  - Line 108 increased from every 10 to every 7.5 minutes peak 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 and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
  - Line 127 added new 60-minutes peak and midday
  - 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
  - Line 78 increased from every 20 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 Q3 2019 and Q3 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (101.4%, unchanged from Q2 CY2024), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 81.8% (up from slightly from 81.3% in Q2 CY2024) on the lower end for Gateway Cities to 91.3% (up from 90.1% in Q2 CY2024) for South Bay Cities at the higher end, with San Gabriel Valley at 85.4% (down slightly from 86.4% in Q2 CY2024) and Westside Central at 85.0% (down from 89.0% in Q2 CY2024). The percentage of Saturday ridership recovery by area is shown in Chart 11.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q3 CY2019 – Q3 CY2024



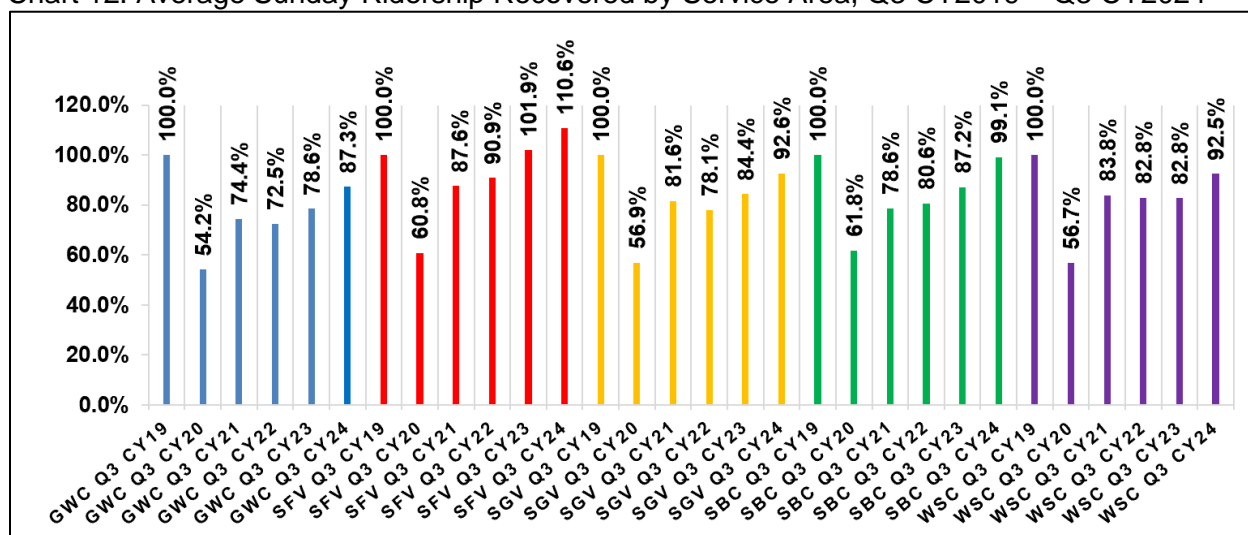
San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- 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 that previously had no weekend service gained Saturday service - Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q3 CY 2020 and Q3 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (110.6%, up from 1114.5% recovered in Q2 CY2024). The Westside Central, San Gabriel Valley, and South Bay Cities all showed decreased or at best, stable recovery rates compared to Q2 CY2024. Results were 87.3% (down from 88.6% in Q2) for Gateway Cities, 92.6% for San Gabriel Valley (down from 94.3% in Q2), and a 92.5% (down from 98.1%) in Q2 for Westside Central, and South Bay Cities at 99.1% (same as 99.1% in Q2).

Chart 12: Average Sunday Ridership Recovered by Service Area, Q3 CY2019 – Q3 CY2024



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 that previously had no weekend service gained Sunday service - Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes 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 weekend frequency changes 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
- 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 weekend frequency changes 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 Sunday 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 weekend 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 weekend 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.

In reviewing the Q3 CY2024 versus Q3 CY2019 recovery rates, while in many cases the recovery rates showed a decline compared to Q2 rates, there was still strong ridership growth in all service areas for all day types, especially for Sunday as shown in the table below, so ridership is still recovering. The comparative recovery rate decline relates more to the strength of the Q3 CY2019 ridership.

Table 1: Change in Average Daily Ridership by Service Area - Q3 CY2024 versus Q3 CY2023

Service Area	% Change in Average Weekday Ridership Q3 CY24 vs Q3 23	% Change in Average Saturday Ridership Q3 CY24 vs Q3 23	% Change in Average Sunday Ridership Q3 CY24 vs Q3 23
Gateway Cities	6.0%	6.6%	11.1%
San Fernando Valley	6.3%	4.1%	8.6%
San Gabriel Valley	4.0%	4.2%	9.7%
South Bay Cities	8.3%	9.3%	13.7%
Westside Central	5.3%	6.2%	11.7%

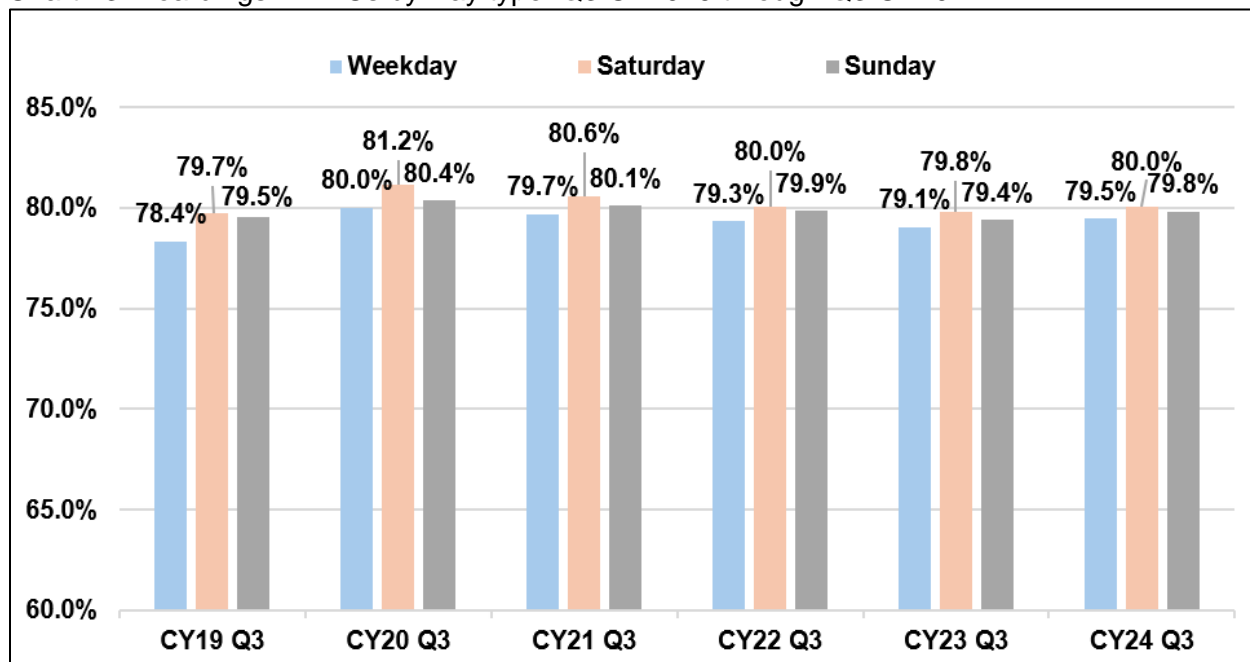
#### Bus System Ridership of Equity Focus Communities (EFC)

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 Q3 CY2019 (pre-NextGen and pandemic) through Q3 CY2024.

The proportion of boardings occurring in EFCs increased in Q3 CY2020 by 1.6% weekdays, 1.5% Saturdays, and 0.9% Sundays as was expected in the early, most

impactful year of the COVID-19 pandemic as those with limited other options were still travelling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1.1% higher, but weekends returned to closer to the same level as the pre-pandemic share of boardings in Q1, Q2, and as of Q3 CY2024, both Saturday and Sunday were 0.3% above pre-COVID rates for boardings in EFCs. This suggests two factors: 1) that the NextGen changes have benefitted EFCs particularly during weekdays where transit is critical to access to jobs, services, and opportunities, more than other areas; and 2) that weekdays may have seen a decline in transit trips in non-EFC areas due to changes reducing travel demand such as telecommuting by office workers to places such as downtown LA.

Chart 13: Boardings in EFCs by Day type: Q3 CY2019 through Q3 CY2024



This higher proportion of trips in EFCs likely in part 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. 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**

Weekday ridership by time period for Q3 CY2020 through CY2024 compared to Q3 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2020 Q3 and least percentage of recovery by Q3 2024. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9 to 5 administrative workers (which persists in 2023 and 2024) as well as students who studied from home during the early years of the pandemic (which is less of a factor in 2023 and 2024). PM peak was more resilient than AM peak and early AM ridership, but less resilient than the midday, evening, late

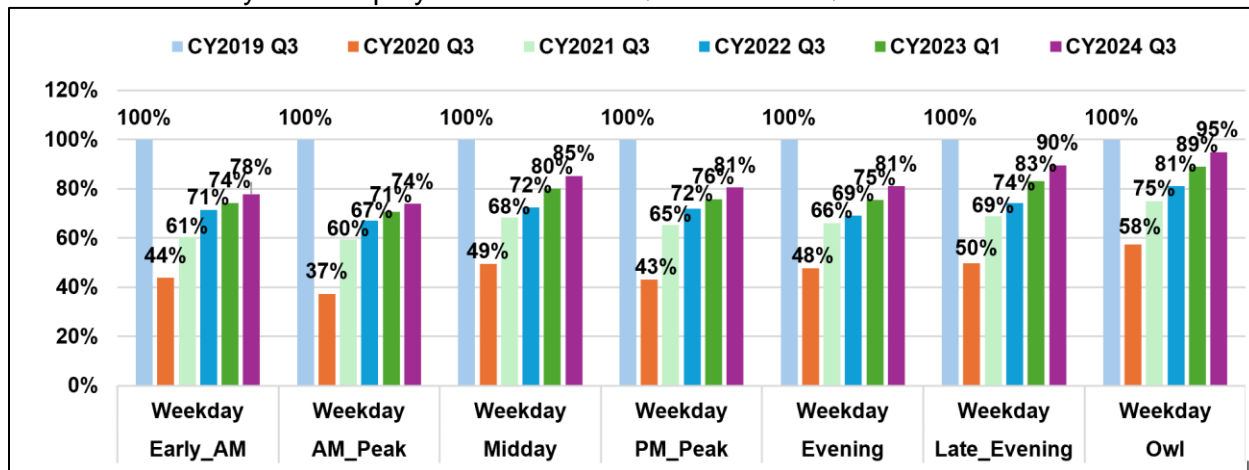
evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023 and 2024. By comparison, the weekday midday period, evening, late evening, and most of all, the overnight Owl period showed the most resilience through the pandemic period. Table 2 provides a comparison of percentage of weekday ridership recovery by time period for Q3 CY2020 and Q3 CY2024.

Table 2: Weekday Ridership Percentage compared to pre-COVID (Q3 CY2019) Ridership

Time Period	Day Type	CY2020 Q3	CY2024 Q3
Early AM	Weekday	44%	78%
AM Peak	Weekday	37%	74%
Midday	Weekday	49%	85%
PM Peak	Weekday	43%	81%
Evening	Weekday	48%	81%
Late Evening	Weekday	50%	90%
Overnight Owl	Weekday	58%	95%

Q3 CY2020 was one of the most impacted quarters for COVID (though less so than Q2 CY2020), as the pandemic began impacting in the second half of March 2020. The base result was consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in midday period service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

Chart 14: Weekday Ridership by Time Period – Q3 CY2019 – Q3 CY2024



Q3 CY2020 Saturday ridership declined to 41-47% of Q3 CY2019 ridership by time period. Largest declines were in early AM, PM peak, evening, and late evening (to 53, 53, 52, and 51% respectively) and slightest declines were for the AM peak, midday (9 am to 3 pm) and Owl periods ridership which declined to 55-57% in Q3 CY 2020 compared to Q3 CY2019 (pre-COVID). The most recovered time periods as of Q3 CY2024 are the early AM, evening, late evening and especially the overnight Owl

periods which showed recovery rates of 92%, 90%, 96% and 99% respectively, suggesting more riders reliant on transit continue to use services during these time periods. Other Saturday time periods during the day have recovered to between 84% and 88%, the lowest being the AM peak at 84%. This suggests a loss of leisure trips in the early years of the pandemic but still a greater reliance on transit for job access. The AM peak work travel does not seem to have returned as much as midday through evening and even early AM ridership, so telecommuting may even be impacting some Saturday jobs.

Chart 15: Saturday Ridership by Time Period – Q3 CY2019 – Q3 CY2024

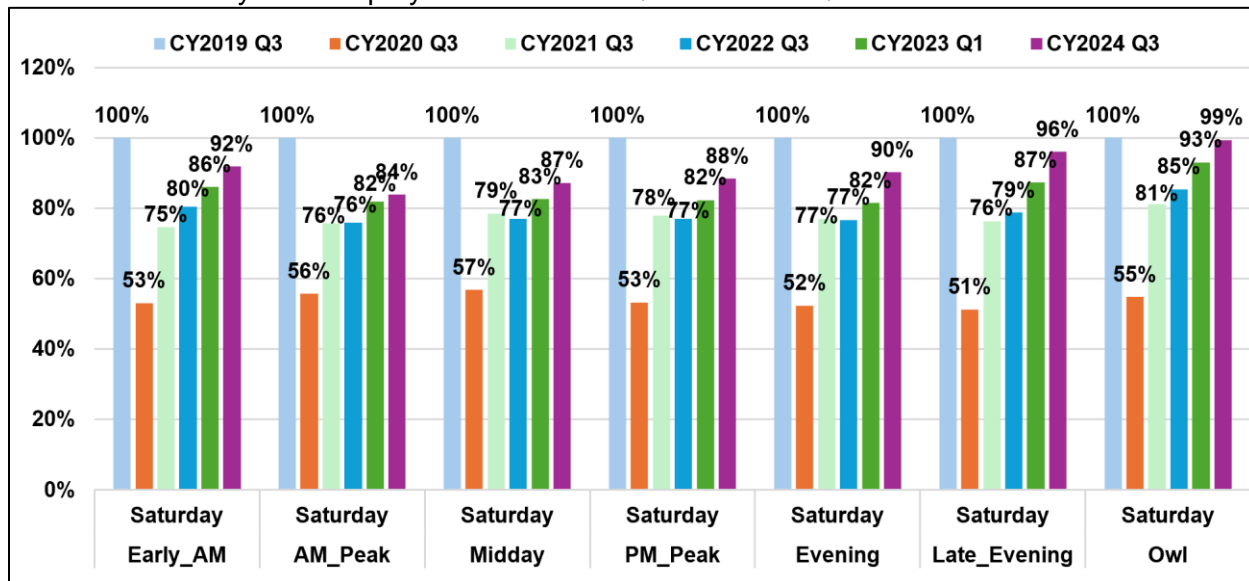
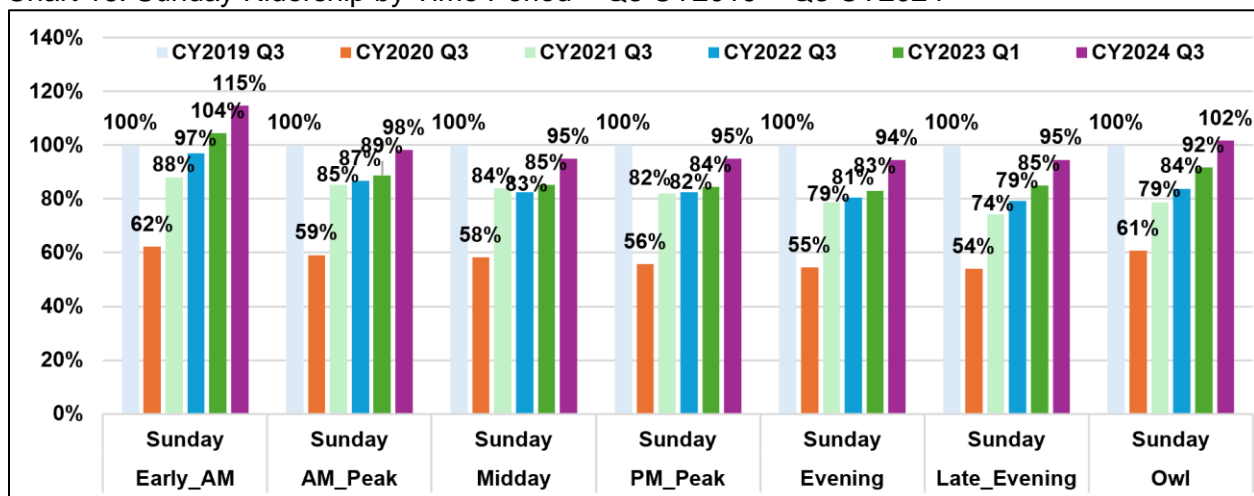


Chart 16: Sunday Ridership by Time Period – Q3 CY2019 – Q3 CY2024



Sunday ridership was the most resilient of all day types in Q3 CY2020, with the late evening showing the largest drop to 54% of Q3 CY2019 pre-COVID ridership. Evening and PM peak also showed large drops (to 55% and 56% respectively). The smallest declines were for the early AM, AM peak, midday, and overnight Owl periods (to 62%,

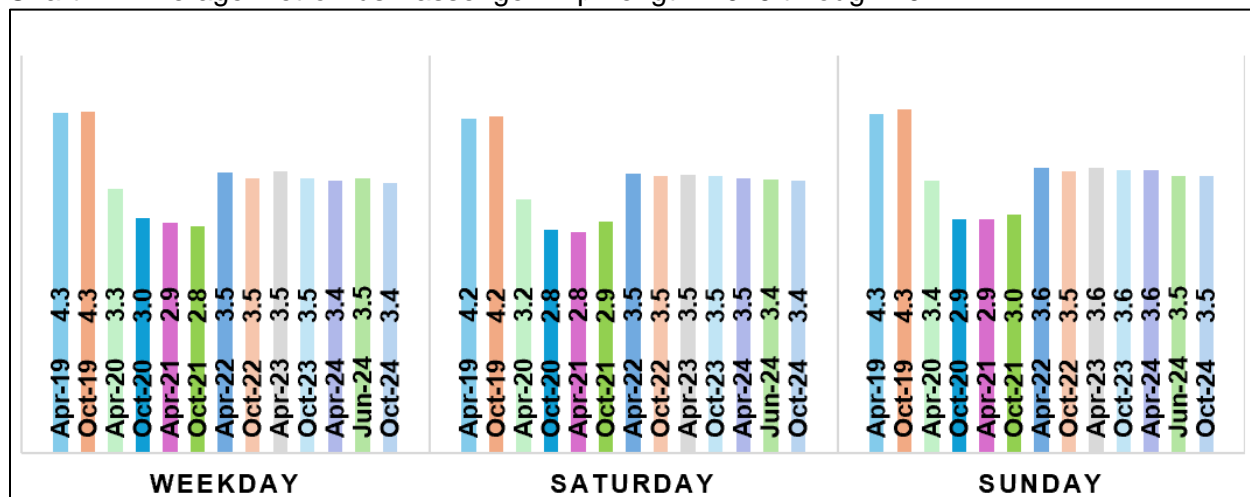


59%, 58%, and 61% respectively), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services. By Q3 CY2024, the largest ridership recovery on Sunday was during the early AM at 115%, similar to the result for this time period in Q2 CY2024. Next best recoveries were for the overnight Owl (102%) and AM peak (98%). Other time periods all showed recovery of between 94% and 95% compared to Q3 CY2019 levels. These overall results suggest the highest transit dependance on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays.

### **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 2024. 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 various points in each year from 2019 through 2024.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2024



### **Ridership by Line and Line Group**

Ridership was assessed based on individual lines, and 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 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 3 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q3 CY2023 compared to Q3 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q3 CY2024 was 82.9% for weekday,

91.6% for Saturday, and 97.1% for Sunday when compared to Q3 CY2019 as a pre-COVID baseline. There were 20 weekday lines/line groups (up from 18 in Q2), 29 Saturday lines/line groups (up from 24 in Q2), and 43 Sunday lines/line groups (up from 40 in Q2) exceeding their pre-COVID Q3 CY2019 ridership numbers in Q3 CY2024. The number of lines below 80.0% recovered declined weekdays and Saturdays but went up by one on Sunday. The recovery appears broad based.

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020, and the impacts of the NextGen Bus Plan with its focus on fast, frequent, and reliable service. The following review focuses on analysis of NextGen Bus Plan impacts to ridership. There is a reasonably strong relationship evident in changes in revenue service hours and changes in ridership and productivity. Higher increases in revenue service hours are generally associated with higher levels of ridership recovery. Productivity will continue to recover in line with ridership increases, as service levels remain relatively stable now that the NextGen Bus Plan has been implemented.

Table 3: Ridership Recovery Distribution, Q3 CY2024 versus Q3 CY2019

<b>Average % Ridership Recovery Q3 CY2024 versus Q3 CY2019</b>	<b>Number of Weekday Lines/ Line Groups</b>	<b>Number of Saturday Lines/ Line Groups</b>	<b>Number of Sunday Lines/ Line Groups</b>
> = 200.0%	0	0	1
150.0 – 199.9%	0	2	0
140.0 – 149.9%	0	2	3
130.0 – 139.9%	0	1	4
120.0 – 129.9%	0	3	6
110.0 – 119.9%	5	11	10
100.0 – 109.9%	15	10	19
90.0 – 99.9%	13	21	14
80.0 – 89.9%	24	13	11
70.0 – 79.9%	12	7	4
60.0 – 69.9%	9	4	1
50.0 – 59.9%	1	0	0
40.0 – 49.0%	2	0	0
30.0 – 39.9%	1	0	1
20.0 – 29.9%	0	1	0
<b>Total Lines/Line Groups</b>	<b>82</b>	<b>75</b>	<b>74</b>

### **Service Reliability**

Q3 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q3 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. As of Q3 CY2024, operator numbers were about 1-

2% below full requirement with 20% extra board after reaching full operator staffing as of August 2023.

This decline was due to an increase in operator requirements as of December 2023 service change as well as some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators in an effort to return to full staffing, which should be achieved in January 2025. Service cancellations should not be a major factor hampering further ridership recovery moving forward but may have had some impact especially in Q2 and Q3 CY2024 when cancellations did increase overall, causing less reliable service for more riders.

### **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 at overall weekday line by line ridership recovery compared to the system average ridership recovery weekdays of 82.9% recovered: 18-Tier 1 (down from 19 in Q2), 18-Tier 2 (up from 13 in Q2), 8-Tier 3 (down from 11 in Q2), and 11-(up from 8 in Q2) Tier 4 lines/line groups had above average ridership recovery, so the recovery in Q3 was with Tier 2, 3, and 4 lines.

- 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 the system average 91.6% recovered with a mix of 18-Tier 1 (up from 14 in Q2), 15-Tier 2 (up from 11 in Q2), 8-Tier 3 (unchanged from Q2), and 4-Tier 4 (down from 7 in Q2) lines/line groups.
- Sunday lines that were over the system average 97.0% recovered were a mix of 16-Tier 1 (up from 15 in Q2), 14-Tier 2 (up from 10 in Q2), 8-Tier 3 (unchanged from Q2), and 8-Tier 4 (up from 7 in Q2) lines/line groups.

### **NextGen 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, typically with 10 to 15-minute weekend service frequency.

The weekday ridership recovery for NextGen Tier 1 service included a high of 119.6% again for Line 66 serving E Olympic/W 8<sup>th</sup> St. This line also had strong recovery on Saturdays at 110.6%, and Sundays at 126.7% ridership. Eleven other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 105.7% weekday, 118.5% Saturday, 104.1% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 103.9% weekday, 118.5 Saturday, 125.8% Sunday.
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 100.8% weekday, 101.9% Saturday, 111.9% Sunday

- Florence Av Line 111: 99.4% weekday, 93.3% Saturday, 95.9% Sunday
- Soto St Line 251: 98.5% weekday, 98.2% Saturday, 104.9% Sunday
- Central Av Line 53: 97.5% weekday, 102.1% Saturday, 117.2% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 95.9% weekdays, 100.0% Saturday, 111.8% Sunday
- Slauson Av Line 108: 95.0% weekday, 94.1% Saturday, 104.9% Sunday
- Santa Monica BI Line 4: 94.1% weekday, 100.7% Saturday, 100.8% Sunday
- Vernon/La Cienega Line 105: 94.1% weekday, 96.9% Saturday, 104.4% Sunday
- Venice BI Line 33: 91.7% weekday, 90.7% Saturday, 91.7% Sunday

Notably the following lines has fallen below 90.0% recovery weekdays:

- Western Av Line 207: 89.1% weekday, 100.1% Saturday, 103.2% Sunday
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 86.9% weekday, 110.6% Saturday, 110.6% Sunday

These higher recovery Tier 1 lines serve some of the most transit-dependent EFCs through areas such as South LA, the inner Westside, East LA, Gateway Cities, and the San Fernando Valley, and connect to many job centers. 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)
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266
- New bus lanes on Venice BI Line 33

An additional five NextGen Tier 1 lines or line groups were below 90.0% recovered weekdays but met or exceeded system average weekday ridership recovery of 82.9%:

- Hawthorne BI/MLK BI (Line 40) at 88.2% weekdays (97.6% Saturday, 95.0% Sunday)
- Huntington/Las Tunas group (Lines 78, 179) at 87.9% weekdays (95.5% Saturday, 94.6% Sunday)

- La Brea Av (Line 212) at 86.3% weekdays (89.5% Saturday, 96.4% Sunday)
- Garvey/Cesar Chavez (Line 70 group) at 85.6% weekdays (96.0% Saturday, 102.7% Sunday)
- Hollywood/Fairfax - Pasadena group (Lines 180, 217) at 83.4% weekdays (94.2% Saturday, 97.6% Sunday)

In Q3, there were ten Tier 1 lines/line groups with below system average ridership recovery. These are discussed in detail below:

- Wilshire BI/Whitter BI group based on Lines 18, 20, 720 which dropped to a recovery rate of 82.8% weekdays (down from 83.9 in Q2), with 94.7% Saturday and 102.7% Sunday.
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 82.3% (up slightly from 81.7% in Q2) recovery weekday (90.0% Saturday, 98.4% Sunday). Line 4 appears to have gained 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 lines is likely being impacted by post-pandemic downtown LA economic recovery.
- Line 210 on Crenshaw with 80.2% recovery weekday (92.6% Saturday, 105.7% 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 weekdays and Saturdays.
- Line 28 on W. Olympic BI between downtown LA and Century City is 74.3% recovered weekdays (83.5% Saturday, 83.7% Sunday), impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and Eagle Rock as part of NextGen.
- Line 51 on W 7<sup>th</sup> St and Avalon with weekday recovery at a low 74.0% (down from 77.0% in Q2) and 76.1% Saturday, 80.7% Sunday. Line 66 ridership gains are likely in the area west of Westlake/MacArthur Park where Line 51 was removed. Line 51 is heavily focused on downtown LA which sees less activity than pre-COVID due to telecommuting.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery (73.3% weekday, down from 74.6% in Q2, 78.8% Saturday, 90.5% Sunday), though it may also partially relate to it serving downtown LA which has seen impacts of reduced daily worker population due to increased telecommuting post-COVID, or loss of Rapid Line 745 service on this corridor.
- Line 60 on Long Beach BI between downtown LA and Compton is 73.3% recovered weekdays (down from 78.4% in Q2), 75.5% Saturday, and 81.3% Sunday, with this line being heavily focused on downtown LA.
- Line 30 on Pico BI between Pico/Rimpau Transit Center and downtown LA is

71.5% recovered weekdays (69.4% Saturday and 69.8% Sunday), impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and East LA that was replaced by the E Line rail extension through Regional Connector to East LA.

- Vermont Rapid Line 754 had only 68.7% recovery weekdays (slightly higher than 67.7% reported for Q2). It experienced very high cancellations in 2022 and to some extent, the line still saw higher cancellations in 2023 and 2024 than many other lines, so it may take some time to rebuild the market though its service is becoming more reliable. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 105.7% (down from 109.3% in Q2) so the corridor overall is recovering. The same low ridership recovery pattern for Line 754 held for Saturdays with 69.0% recovery (up from 65.9% in Q2) and Sundays 83.7%, compared to Line 204 recovery rates of 118.5% Saturdays and 104.1.5% Sundays. The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends).
- G Line (Orange) BRT service at 64.8% (up from 60.1% in Q2) recovered weekdays, with 74.3% recovery Saturday and 77.1% Sunday (improvements all day types from Q2). G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such riders pre-COVID, even on weekends which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets.

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 103.8% on the Sepulveda/Van Nuys group to a low of 73.3% on Broadway (Line 45) and Long Beach BI (Line 60) corridors. The Crenshaw, W Olympic, Long Beach BI, and Broadway corridors where Rapid lines were replaced by high frequency local bus have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

### **NextGen Tier 2 Lines**

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 continue to respond well to the improved all-day 15-minutes frequencies of weekday 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 also performed strongly, with mostly improved recovery rates over Q2 weekdays and weekends, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 114.2% weekday, 137.6% Saturday, 138.4% Sunday
- Vanowen St Line 165: 108.7% weekday, 122.9% Saturday, 133.4% Sunday
- Nordhoff St Line 166: 107.5% weekday, 125.3% Saturday, 145.1% Sunday
- Victory Bl Line 164: 104.1% weekday, 95.5% Saturday, 100.8% Sunday
- Roscoe Bl Line 152: 97.9% weekday, 117.0% Saturday, 128.7% Sunday

Roscoe Bl weekday recovery was notably lower, primarily due to route segments moved to other lines including Sherman Way Line 162.

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) – 109.0% recovery weekdays, 162.5% Saturday, 148.2% 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) – 102.4% recovery weekdays, 101.2% Saturday, 106.8% 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. Extra peak weekday trips were added to this line in the December 2023 service change in response to strong ridership.
- Lines 110 (Gage Av) – 102.0% recovery weekdays, 100.5% Saturday, 108.9% Sunday), and 117 (Century Bl – 102.7% recovery weekdays, 99.3% Saturday, 107.7% Sunday), 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 frequency. They have also recovered strongly on weekends even without significant frequency improvements.
- Line 603 (Hoover St) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 93.2% 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 recovery was 96.5% with improvement from 18-minute to 12-minute frequency, though Sunday was lower at 93.0% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.

- Line 224 (Lankershim Bl) in Q3 CY2024 exceeded system average weekday ridership recovery rate at 88.0% (down slightly from 88.5% in Q2). Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 114.7% Saturday and 126.7% 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.
- Line 260 (Atlantic Bl) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260 improved to a recovery rate above average at 87.2% (up slightly from 86.6% in Q2). Its weekend recovery was slightly below average at 95.2% Saturday and 100.7% 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; this is taken into account in the ridership recovery rate.
- Line 115 (Manchester-Firestone) increased to 87.1% from 85.7% in Q2 weekdays: Line 115 did not have significant route changes but did increase slightly from the previous 14-minute service to a 12-minute weekday peak frequency (off-peak frequencies did not change). Line 115 weekend recovery was 95.6% Saturday and 98.8% Sunday.
- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 84.6% weekdays. It now offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood (its old destination of Sylmar is now served by Line 294), with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency service (Line 183). The Line 94 group had stronger weekend recovery, with 110.9% Saturday and 126.2% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining ridership as a result of the Line 94 changes.

Other Tier 2 lines had below average (<82.9%) weekday ridership recovery rates and are discussed in more detail below.

- Line 206 (Normandie Av): Line 206 did not have any change of route. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. It had an 81.4% weekday recovery rate. Line 206 weekend recovery was 85.9% Saturday and 86.7% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 has seen relatively higher cancellation rates which may be negatively impacting ridership recovery. Unlike other lines discussed below, this line does not serve downtown LA.
- Line 81 (Figueroa St): With 75.6% recovery weekdays, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area is served by the A Line which now utilizes the new Regional Connector through downtown LA which



likely has moved some riders to light rail, and some riders may be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 84.7% and Sunday at 88.3%.

- Line 14/37 on Beverly Bl/W Adams: 71.2% weekday, 85.1% Saturday, 89.3% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 76 on Valley Bl: 71.0% weekday, 76.5% Saturday, 78.6% Sunday, with a focus on downtown LA.
- Line 35/38 Washington Bl/W Jefferson: 70.7% weekday, 72.1% Saturday, 81.0% Sunday, with a focus on downtown LA.
- Line 10/48 Melrose Av/Main-San Pedro: 63.8 weekdays, 68.0% Saturday, Sunday 79.8%, with a focus on downtown LA.

The common aspect of five of the six lines above (excluding Line 206) is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally improved since Q3 CY2024 (except Lines 81 and 10/48), there may be marketing opportunities to promote them towards increasing ridership recovery.

### **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 above average weekday ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl in the San Fernando Valley (118.6% recovery weekdays, the highest of all bus line/line groups, 112.7% Saturday, 116.2% 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:

- Line 125 on Rosecrans Av between the South Bay and Norwalk (114.7% recovery weekdays, 115.9% Saturday, 131.8% 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.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 110.3% recovery weekdays and 148.7% Saturdays (Sunday service was newly added). 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 considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.
- Rosemead Bl Line 266 service between Lakewood and Pasadena (109.9% recovery weekdays, 125.4% Saturday, 136.1% 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 202 serving Willowbrook Av in the high EFC Compton area saw 105.2% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer 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 (102.0% recovery weekday, 101.7% Saturday, 109.4% Sunday) is likely benefitting from now serving as 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.
- Express Line 577 between El Monte Station and Long Beach VA (101.8% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average).
- Line 128 serving Alondra BI through the Gateway Cities showed 101.2% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 344 Rancho Palos Verdes service (99.7% recovery weekday, 99.8% Saturday, 121.9% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (98.4% recovery weekdays, 103.4% Saturday, 113.0% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.
- Line 611 Huntington Park Shuttle (94.6% recovery weekdays, 111.5% Saturday, 108.3% Sunday) continues to run hourly, so appears to be a more general recovery not attributable to a NextGen change.
- San Pedro group of Lines 205, 246, and 550, with 88.7% recovery weekday, 101.0% Saturday, and 114.4% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 265 (Paramount BI) with 87.1% recovery weekdays (up from 76.7% in Q2), 86.3% (up from 74.5% in Q2) Saturday, and 90.0% (up from 86.1% in Q2) Sunday. This is a low-frequency hourly line that received planned NextGen

frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership appears to have responded well on all days to the weekday frequency improvement.

- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 85.4% weekdays, 87.5% Saturday, 96.0% Sunday with no major changes in service levels or route, though the eastbound route departing Norwalk Station was revised to save time. This line has a focus on downtown LA.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a much-improved weekdays recovery of 85.4%. It had 180.8% recovery Saturday (highest for the system but a small line), and 213.8% Sunday (again, highest recovered for the system). These weekend ridership results due to the expanded span of service weekend mornings.
- Line 169 on Saticoy St in San Fernando Valley with 85.9% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 120 on Imperial Highway with 84.3% recovery weekday, 90.9% Saturday, and 100.9% Sunday, without any route or frequency changes
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 83.5% weekday, but 143.1% Saturday, and 146.0% 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.
- Line 158 (Plummer/Woodman) with 83.5% weekdays (up from 71.5% in Q2), and 86.1% Saturday (up from 82.2% in Q2), and 91.6% (up from 86.0% in Q2) for Sunday. Significant improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service weekdays.

Key aspects of other Tier 3 and 4 lines with lower-than-average weekday ridership recovery include low frequency (mostly 40-60 minute), in most cases no route changes, and a lower percentage of route miles serving EFCs. Examples include:

- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 80.8% recovery weekdays, 90.9% Saturday, and 92.4% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 62 (Telegraph Rd) with 74.7% recovery weekday, 84.6% Saturday, and 83.6% Sunday. The route 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 has reduced ridership due to less activity there. Saturday ridership has been strong for travel to the Citadel Outlet shopping at Commerce, and extra trips were added in June and December 2024.

- Line 134 (Santa Monica – Malibu) with 74.6% recovery weekdays, 89.4% Saturday, and 108.5% Sunday. Much higher recovery on Sunday for this line along the coast, and improved weekday recovery likely due to more workers going to jobs in Malibu.
- Line 161 (Canoga Station – Thousand Oaks) with 71.1% recovery weekdays, 90.0% Saturday, and again a high 119.6% Sunday recovery rate. Improved recovery on Sundays with declines on other day types.
- Line 167 (Devonshire-Coldwater Canyon) with 68.5% recovery weekdays, and higher recovery of 84.7% Saturday, 82.7% Sunday, so more significant recovery rate improvement on weekends. Limited by hourly type frequency.
- Line 218 (Studio City – Beverly Hills) with 63.8% recovery weekday, 86.5% Saturday, 103.9% Sunday. Limited by hourly type frequency but increased recovery in Q3, especially for Sundays.
- Line 102 (La Tijera-Exposition Bl) with 61.9% recovery weekdays, 77.4% Saturday, 76.9% Sunday. This line's recovery is low likely due to the hourly service level now offered.
- Lines 211/215 (Inglewood Av/Prairie Av) at 61.0% recovery only offers peak-hour weekday service, with mostly school student ridership.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 54.7% recovery weekdays, but much higher and increased weekend recovery at 84.0% Saturday (down from 105.2% in Q2), and 110.6% (down from 144.0% in Q2) for Sunday. This may relate to more telecommuting of Westwood area office workers weekdays and increased weekend leisure trips to the coast, but the increases seen in Q2 dropped significantly for all day types.
- Line 209 (Van Ness Av) with 49.0% recovery only runs weekdays, has hourly frequency, and was significantly shortened, connecting with Line 210 for travel further north to Hollywood and Mid-Wilshire. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs. Limited by hourly frequency and lack of key destinations.
- Line 96 (Riverside Dr) with 48.8% recovery weekdays, 69.6% Saturday, 81.5% Sunday, is consistently low, though weekends improved. This line had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA. This line will become Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line will no longer enter downtown.

Two Tier 3 and 4 lines had notable ridership declines likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle (36.3% recovery weekdays (up from 29.7% in Q2), with 27.9% (down from 32.3% in Q2) Saturday, and 37.0% (up from 33.2% in Q2) 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. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and weekends.

- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) has also seen a low ridership recovery (64.7%, up from 53.7% in Q2), only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL also announced downsizing of staffing in 2024. This line is being transferred to Pasadena Transit to become their Line 53 in December 2024 as planned in the NextGen Bus Plan.

#### Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area (Lines 256, 258, 267, 268, 287, 487/489, 662, 686) went through 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. 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, though they were increased in frequency in December 2023, 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. Line 268 to Sierra Madre Bl was restored in the June 2024 service change, and Lines 267 and 686 are being merged into new Line 267 in December 2024 and will provide 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery which was 62.4% weekdays (down from 63.6% in Q2), but a high 112.4% Saturday (up from 100.2% in Q2), and 112.7% Sunday (from 109.3% in Q2), so weekend ridership is recovering much more here.

#### Bus Speed and Reliability

As part of the NextGen Bus Plan, almost 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 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 Roscoe Bl (completed at the end of October 2024) and Florence Av (construction in first half of 2025) plus expanded transit signal priority and all door boarding programs also launching in first half of 2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2024

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2024)	Avg Weekday Boardings 2024 Q3	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
E Olympic Bl/W 8th St	66	10,736	66	12,839	119.6%	194.5	270	138.8%	55.2	47.6	86.2%
Balboa Bl	236	1,580	235/236	1,875	118.6%	53.9	81.2	150.6%	29.3	23.1	78.7%
Rosecrans Av	125	4,355	125	4,996	114.7%	142.6	178.1	124.9%	30.5	28.1	91.9%
Sherman Way	163	8,846	162	10,098	114.2%	201.2	244.5	121.5%	44.0	41.3	93.9%
Tampa Av & Winnetka Av	243	1,582	242/243	1,745	110.3%	52.9	62.5	118.1%	29.9	27.9	93.4%
Rosemead Bl	266	4,797	266	5,273	109.9%	129.4	191.8	148.2%	37.1	27.5	74.2%
LAC USC Medical Center Shuttle	605	2,085	605	2,273	109.0%	54.9	64.3	117.1%	38.0	35.3	93.1%
Vanowen St	165	7,588	165	8,247	108.7%	191.4	225.1	117.6%	39.6	36.6	92.4%
Nordhoff St	166	5,765	166	6,196	107.5%	151.2	154.6	102.2%	38.1	40.1	105.1%
Vermont Av Local	204	20,623	204	21,802	105.7%	273.1	334.8	122.6%	75.5	65.1	86.2%
Willowbrook Av	202	234	202	246	105.2%	19.2	26.9	140.1%	12.2	9.1	75.1%
Victory Bl	164	5,898	164	6,138	104.1%	166.7	200.5	120.3%	35.4	30.6	86.5%
Van Nuys Bl Local	233	11,259	233	13,190	103.9%	703.0	777.8	110.6%	40.6	38.1	93.9%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	788	1,928	761	7,379							
Sepulveda Bl Local	234	5,280	234	9,092							
Sepulveda Bl - Westside Rapid (734)	734	5,917									
Reseda/Ventura/Van Nuys Rapid	744	4,174									
Century Bl	117	8,659	117	8,891	102.7%	211.9	233.2	110.1%	40.9	38.1	93.3%
Compton Av	55	7,481	55	7,658	102.4%	174.5	200.7	115.0%	42.9	38.2	89.0%
Gage Av	110	7,733	110	7,884	102.0%	207.8	227.8	109.6%	37.2	34.6	93.0%
Downtown LA - Glenoaks Bl - Sylmar	92	5,800	92	5,913	102.0%	185.0	238	128.6%	31.4	24.8	79.2%
El Monte - Long Beach VA Express	577	880	577	896	101.8%	66.0	76.5	115.9%	13.3	11.7	87.8%
Alondra Bl	128	1,121	128	1,134	101.2%	47.8	43.6	91.2%	23.5	26.0	110.9%
3rd St	16	20,860	16	20,349	100.8%	424.2	483.1	113.9%	49.2	43.5	88.5%
Robertson Bl - Beverwil Dr			617	671							
Hawthorne Bl, Rancho Palos Verdes	344	1,416	344	1,412	99.7%	64.0	65.3	102.0%	22.1	21.6	97.7%
Florence Av	111	14,788	111	14,704	99.4%	281.9	348.2	123.5%	52.5	42.2	80.5%
Soto St	251	8,258	251	14,205	98.5%	340.4	358.9	105.4%	42.4	39.6	93.4%
Soto St - Griffin Av	252	2,023									
Soto St Rapid	751	4,143									
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	4,685	232	4,609	98.4%	188.8	198.5	105.1%	24.8	23.2	93.6%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2024)	Avg Weekday Boardings 2024 Q3	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Roscoe BI	152	10,602	152	10,379	97.9%	223.8	242	108.1%	47.4	42.9	90.5%
Central Av	53	12,044	53	11,742	97.5%	234.4	291.1	124.2%	51.4	40.3	78.5%
Ventura BI Local	150	8,508	150	3,025	95.9%	515.5	504.3	97.8%	33.7	33.0	98.0%
Reseda BI/Ventura BI Local			240	11,885							
Topanga Canyon BI (245); De Soto Av (244)	245	2,404	244	1,750							
Reseda/Ventura/Van Nuys Rapid	744	4,174									
Ventura BI Rapid	750	2,291									
Slauson Av	108	15,112	108	14,360	95.0%	331.2	372.3	112.4%	45.6	38.6	84.5%
Huntington Park Shuttle	611	1,501	611	1,420	94.6%	56.4	49.7	88.1%	26.6	28.6	107.4%
Santa Monica BI Local	4	14,976	4	24,281	94.1%	640.7	633.4	98.9%	40.3	38.3	95.2%
Santa Monica BI Rapid	704	10,821									
Vernon Av, La Cienega BI	105	10,019	105	14,631	94.1%	354.7	348.5	98.3%	43.9	42.0	95.7%
Vernon Av, La Cienega BI Rapid	705	5,537									
Hoover St	603	7,202	603	7,604	93.2%	225.8	234.7	103.9%	36.1	32.4	89.7%
Silver Lake	201	956									
Venice BI Local	33	10,438	33	17,112	91.7%	496.5	500.4	100.8%	37.6	34.2	90.9%
Venice BI Rapid	733	8,232									
Western Av Local	207	16,536	207	25,417	89.1%	417.6	435.4	104.3%	68.3	58.4	85.5%
Western Av Rapid	757	11,993									
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,555	205	3,068	88.7%	289.7	290.3	100.2%	25.7	22.8	88.5%
San Pedro - Harbor Gateway Transit Center - USC	550	1,430	550	409							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,470	246	3,135							
MLK - Hawthorne BI	40	13,992	40	14,177	88.2%	415.9	431.4	103.7%	38.6	32.9	85.1%
Hawthorne BI Rapid	740	2,074									
Downtown LA - Foothill BI	90	7,039	90	5,989	88.0%	583.4	614.1	105.3%	32.0	27.4	85.6%
Hollywood Way	222	1,330	222	1,186							
Lankershim BI	224	7,325	224	6,855							
Whiteoak Av, Woodley Av	237	2,090	237	1,701							
Whiteoak Av	239	905									
Foothill BI			690	1,115							
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	8,788	78	6,865	87.9%	364.0	308.1	84.6%	24.1	25.1	103.8%
Rose Hill - Arcadia via Huntington Dr			179	857							
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,517	260	10,713	87.2%	379.1	329.4	86.9%	34.8	35.0	100.3%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,691	660	803							

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2024)	Avg Weekday Boardings 2024 Q3	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Manchester Av - Firestone BI	115	13,932	115	12,132	87.1%	301.8	291.6	96.6%	46.2	41.6	90.1%
Paramount BI	265	1,354	265	1,179	87.1%	50.6	60.8	120.2%	26.8	19.4	72.5%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	18,717	910/950	16,263	86.9%	423.2	389	91.9%	44.2	41.8	94.5%
La Brea Av	212	11,214	212	9,674	86.3%	246.2	298.4	121.2%	45.6	32.4	71.2%
Montebello - Downtown LA via Cesar Chavez Av	68	5,504			85.6%	581.6	584.7	100.5%	39.5	33.6	85.2%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,454									
Downtown LA - City Terrace - CSULA	71	1,567	70	15,411							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	419	106	4,233							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,003									
Downtown LA - Norwalk - Disneyland	460	5,155	460	4,401	85.4%	218.1	179.3	82.2%	23.6	24.5	103.8%
CSULA - City Terrace Shuttle	665	658	665	562	85.4%	26.8	33	123.1%	24.5	17.0	69.4%
Saticoy St	169	2,291	169	1,949	85.1%	85.4	83.1	97.3%	26.8	23.5	87.4%
Downtown LA - San Fernando Rd - North Hollywood	94	4,285	94	7,038	84.6%	455.2	404	88.8%	26.5	25.2	95.3%
San Fernando Rd Rapid (794)/ Burbank - Sylmar San Fernando Rd (294)	794	3,832	294	1,431							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,744									
Burbank BI Oxnard St	154	786	154	568							
Riverside Dr	155	1,403	155	1,160							
Imperial Hwy	120	3,706	120	3,125	84.3%	138.2	131.8	95.4%	26.8	23.7	88.4%
North Hollywood - Pasadena Express	501	1,529	501	1,277	83.5%	93.2	81.8	87.8%	16.4	15.6	95.2%
Hollywood - Pasadena	180	8,293	180	7,629	83.4%	593.9	616.8	103.9%	36.4	29.2	80.3%
Hollywood BI Fairfax BI	217	6,723	217	10,411							
Hollywood/Fairfax - Pasadena Rapid	780	6,612									
Plummer St, Woodman Av	158	1,951	158	1,622	83.2%	58.6	73.3	125.1%	33.3	22.1	66.5%
Whitter BI W 6th St	18	17,903	18	20,680	82.8%	1172.4	1292.9	110.3%	51.8	38.9	75.1%
Wilshire BI Local	20	13,457	20	9,174							
Wilshire BI Rapid	720	29,353	720	20,442							
Sunset BI (became Sunset BI - Alvarado St)	2	12,018	2	19,219	82.3%	497.4	472.2	94.9%	47.0	40.7	86.7%
Alvarado St	200	11,344									
Normandie Av	206	10,936	206	8,907	81.4%	189.9	202.5	106.6%	57.6	44.0	76.4%
Laurel Canyon BI	230	3,980	230	3,216	80.8%	100.2	90	89.8%	39.7	35.7	90.0%
Crenshaw BI Local	210	10,210	210	13,275	80.2%	376.6	346.7	92.1%	44.0	38.3	87.1%
Crenshaw BI Rapid	710	6,346									



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Figueroa St	81	13,618	81	9,837	75.6%	413.4	358.6	86.7%	40.2	35.1	87.1%
Downtown LA - Eagle Rock via York BI	83	2,411									
Silver Lake - East Hollywood	175	600	182	2,732							
Telegraph Rd	62	4,286	62	3,201	74.7%	159.1	127	79.8%	26.9	25.2	93.6%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,735	134	1,294	74.6%	80.4	59.9	74.5%	21.6	21.6	100.1%
Olympic BI Local	28	8,276	28	10,504	74.3%	401.8	309.1	76.9%	35.2	34.0	96.6%
Olympic BI Rapid	728	5,865									
Avalon BI, W 7th St	51	23,912	51	17,703	74.0%	405.5	431.3	106.4%	59.0	41.0	69.6%
Downtown LA - Artesia via Long Beach BI	60	14,652	60	14,455	73.3%	423.6	426.8	100.8%	46.6	33.9	72.7%
Long Beach BI Rapid	760	5,074									
Broadway Local	45	13,828	45	13,559	73.3%	482.8	394	81.6%	43.5	39.1	89.8%
Broadway Rapid	745	6,436									
Compton BI, Somerset BI	127	755	127	1,849							
Pico BI	30	12,054	30	8,620	71.5%	296.5	206.8	69.7%	40.7	41.7	102.5%
Beverly BI - W Adams BI	14/37	16,885	14/37	12,022	71.2%	384.1	280	72.9%	44.0	42.9	97.7%
Canoga Station - Thousand Oaks	161	1,141	161	811	71.1%	55.9	50.4	90.2%	20.4	16.1	78.8%
Valley BI	76	8,409	76	5,968	71.0%	212.3	211.2	99.5%	39.6	28.3	71.3%
Washington BI/W Jefferson BI	35/38	7,710	35/38	5,451	70.7%	209.7	149.4	71.2%	36.8	36.5	99.2%
Vermont Av Rapid	754	20,413	754	14,025	68.7%	228.3	231.7	101.5%	89.4	60.5	67.7%
Coldwater Canyon Av - Devonshire St	167	2,191	167	1,501	68.5%	89.8	69.5	77.4%	24.4	21.6	88.5%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,118	901	13,687	64.8%	345.9	296.9	85.8%	61.1	46.1	75.5%
Caltech - Pasadena - Jet Propulsion Laboratory	177	357	177	231	64.7%	15.5	14.1	91.0%	23.0	16.4	71.2%
Melrose Av/Main St/San Pedro St	10/48	11,508	10/48	7,339	63.8%	284.5	216.8	76.2%	40.4	33.9	83.7%
Studio City - Beverly Hills	218	940	218	600	63.8%	50.0	32.5	65.0%	18.8	18.5	98.2%
Pasadena - Highland Park - Eastern Av	256	1,506	256	515	62.4%	673.2	515.3	76.5%	22.1	18.0	81.5%
Fremont Av - Eastern Av - Garfield Av	258	2,675	258	2,139							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,783	267	1,640							
El Monte - Pasadena via Baldwin Av	268	1,760	268	704							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,556	287	926							
Pasadena - Altadena via Lake Av, Lincoln Av		0	662	2,000							
Los Robles Av (687); Allen Av (686)	687	1,176	686								
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,453	487/489	1,372							
La Tijera BI, Exposition BI	102	2,575	102	1,595	61.9%	89.1	68.6	77.0%	28.9	23.3	80.4%
Prairie Av/Inglewood Av	211/215	554	211/215	338	61.0%	33.1	25	75.5%	16.7	13.5	80.7%
Westwood - Pacific Palisades	602	1,782	602	975	54.7%	76.9	54.3	70.6%	23.2	18.0	77.5%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2024)	Avg Weekday Boardings 2024 Q3	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Van Ness Av/Arlington Av	209	827	209	405	49.0%	43.7	31.4	71.9%	18.9	12.9	68.1%
Riverside Dr	96	1,372	96	670	48.8%	85.7	47.6	55.5%	16.0	14.1	87.9%
Warner Center Shuttle	601	960	601	349	36.3%	74.2	33.9	45.7%	12.9	10.3	79.6%
Manhattan Beach BI	126	179			Discontinued	13.8	N/A	N/A	13.0	N/A	N/A
Artesia BI	130	2,536			Transferred to Municipal Agencies	106.6	N/A	N/A	23.8	N/A	N/A
Boyle Av	254	771			Discontinued	37.5	N/A	N/A	20.6	N/A	N/A
Manchester Av Express	442	161			Discontinued	10.3	N/A	N/A	15.6	N/A	N/A
Windsor Hills - Inglewood	607	53			Discontinued	9.2	N/A	N/A	5.8	N/A	N/A
South Gate Shuttle	612	1,143			Replaced with Micro	53.9	N/A	N/A	21.2	N/A	N/A
LAX C Line Shuttle	625	307			Replaced with Micro	18.7	N/A	N/A	16.4	N/A	N/A
Glassell Park - Glendale College	685	449			Replaced with Micro	29.7	N/A	N/A	15.1	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2024

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
CSULA - City Terrace Shuttle	665	205	665	371	180.8%	13.7	29.1	212.4%	15.0	12.7	85%
LAC USC Medical Center Shuttle	605	816	605	1,326	162.5%	27.1	46.5	171.6%	30.1	28.5	95%
Tampa Av & Winnetka Av	243	703	242/243	1,045	148.7%	40.5	55	135.8%	17.3	19.0	110%
North Hollywood - Pasadena Express	501	519	501	743	143.1%	31.4	60.2	191.7%	16.5	12.3	75%
Sherman Way	163	4,950	162	6,812	137.6%	110.8	172.4	155.6%	44.7	39.5	88%
Rosemead BI	266	3,164	266	3,967	125.4%	93.7	126.4	134.9%	33.8	31.4	93%
Nordhoff St	166	2,645	166	3,313	125.3%	74.2	80	107.8%	35.6	41.4	116%
Vanowen St	165	3,731	165	4,586	122.9%	89.6	112.9	126.0%	41.6	40.6	98%
Van Nuys BI Local	233	8,845	233	10,101	118.5%	163.9	220.2	140.1%	44.1	37.3	85%
Sepulveda BI Local	234	6,510	234	5,778		182.2	175.9				
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,489	761	4,079		36.1	139.5				
Vermont Av Local	204	14,714	204	17,432	118.5%	204	258.2	126.6%	72.1	67.5	94%
Roscoe BI	152	6,123	152	7,162	117.0%	134.4	170.7	127.0%	45.6	42.0	92%
Rosecrans Av	125	2,691	125	3,117	115.9%	101.4	106.4	104.9%	26.5	29.3	110%
Downtown LA - Foothill BI	90	3,799	90	4,063	114.7%	126.7	144.1	135.7%	28.7	24.2	85%
Hollywood Way	222	828	222	767		52.9	56.6				
Lankershim BI	224	4,361	224	4,705		106.7	154.5				
Whiteoak Av, Woodley Av	237	943	237	1,169		60.3	68.7				
Foothill BI			690	690		0	46.4				
Balboa BI	236	635	236	716	112.7%	25.8	45.5	176.4%	24.6	15.7	64%
Pasadena - Highland Park - Eastern Av	256	740	256	551	112.4%	59	44.3	103.6%	15.5	16.9	108%
Fremont Av - Eastern Av - Garfield Av			258	1,015		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,241	267	826		67.5	46.2				
El Monte - Pasadena via Baldwin Av	268	1,023	268	489		55.3	29.8				
Arcadia - Santa Anita Av - El Monte			287	283		0	15.8				
Downtown LA - San Gabriel BI	487	1,032	487	497		72.4	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,569		0	74.1				

RSH = Revenue Service Hours

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Los Robles Av (687); Allen Av (686)	687	617	686			45.1	0				
Huntington Park Shuttle	611	910	611	1,015	111.5%	49.9	46.7	93.6%	18.2	21.7	119%
Downtown LA - San Fernando Rd - North Hollywood	094	5,613	094	5,293	110.9%	184.9	167.3	129.3%	27.5	23.6	86%
Riverside Dr	155	823	155	951		45.6	59.5				
Burbank BI Oxnard St			154	466		0	34.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	677				28.3	0				
Burbank - Sylmar San Fernando Rd			294	1,181		0	72.8				
E Olympic BI/W 8th St	66	8,594	66	9,503	110.6%	179.8	188.8	105.0%	47.8	50.3	105%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	8,120	910/950	8,985	110.6%	201.6	201.8	100.1%	40.3	44.5	111%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	3,372	232	3,488	103.4%	137.9	134.5	97.5%	24.5	25.9	106%
Central Av	053	7,801	053	7,962	102.1%	181.8	204.6	112.5%	42.9	38.9	91%
3rd St	016	15,009	016	14,960	101.9%	317.1	294.5	103.6%	47.3	46.6	98%
Robertson BI - Beverwil Dr			617	335		0	33.9				
Downtown LA - Glenoaks BI - Sylmar	92	4,133	92	4,204	101.7%	148	159	107.4%	27.9	26.4	95%
Compton Av	55	4,562	55	4,618	101.2%	132.1	124.2	94.0%	34.5	37.2	108%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,727	205	1,544	101.0%	83.9	86	99.5%	20.4	20.7	101%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,777	246	2,489		78.9	108.5				
San Pedro - Harbor Gateway Transit Center	550	491				32.7	0				
Santa Monica BI Local	4	12,649	4	20,501	100.7%	357.7	464.9	85.7%	37.5	44.1	118%
Santa Monica BI Rapid	704	7,703				185	0				
Gage Av	110	4,433	110	4,456	100.5%	133.3	111.4	83.6%	33.3	40.0	120%
Western Av Local	207	19,418	207	19,446	100.1%	246.2	299	121.4%	78.9	65.0	82%
Ventura BI	150	8,206	150	1,859	100.0%	237.8	82.4	115.9%	33.9	29.2	86%
Topanga Canyon BI (245); Reseda/Ventura (240)	245	979	240	7,965		42.5	237.4				
Reseda BI - Ventura BI - Van Nuys BI Rapid (744)/ De Soto Av (244)	744	1,489	244	851		35	45.6				
Hawthorne BI, Rancho Palos Verdes	344	1,014	344	1,012	99.8%	56.2	44.6	79.4%	18.0	22.7	126%
Century BI	117	6,030	117	5,991	99.3%	147	125	85.0%	41.0	47.9	117%
Soto St	251	7,597	251	8,323	98.2%	191.6	234.6	106.0%	38.3	35.5	93%
Soto St - Griffin Av	252	881				29.7	0				

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
MLK - Hawthorne BI	40	9,682	40	10,758	97.6%	249.7	348.1	107.8%	34.1	30.9	91%
Hawthorne BI Rapid	740	1,336				73.2	0				
Vernon Av, La Cienega BI	105	10,210	105	9,898	96.9%	223.1	223.6	100.2%	45.8	44.3	97%
Hoover St	603	5,925	603	6,299	96.5%	146.8	203.1	116.1%	37.3	31.0	83%
Silver Lake	201	603				28.2	0				
Montebello - Downtown LA via Cesar Chavez Av	68	3,755	70	11,225	96.0%	98	292	95.7%	34.4	34.6	100%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	6,652				174.3	0				
Downtown LA - City Terrace - CSULA	71	483				29.1	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	2,263		0	98.3				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	3,155				106.3	0				
Manchester Av - Firestone BI	115	8,835	115	8,454	95.7%	190.9	185.4	97.1%	46.3	45.6	99%
Downtown LA - South Arcadia via Huntington Dr/ Las Tunas Dr	78	5,629	78	4,590	95.5%	188.3	139.7	100.2%	29.9	28.5	95%
Rose Hill - Arcadia via Huntington Dr			179	788		0	48.9				
Victory BI	164	3,610	164	3,447	95.5%	113.3	109.3	96.5%	31.9	31.5	99%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	7,991	260	6,766	95.2%	200.5	176.2	105.6%	39.9	35.9	90%
Pasadena - Altadena via Fair Oaks Av			660	838		0	35.5				
Whitter BI W 6th St	18	12,342	18	16,320	94.7%	250.6	344.5	108.7%	43.4	37.8	87%
Wilshire BI Local	20	7,365	20	6,673		219.3	247.7				
Wilshire BI Rapid	720	19,908	720	14,510		443.1	400.3				
Hollywood - Pasadena	180	9,731	180	6,240	94.2%	263.3	230.6	116.0%	36.0	29.2	81%
Hollywood BI Fairfax BI	217	5,474	217	8,085		158.9	259.3				
Slauson Av	108	9,157	108	8,620	94.1%	207.5	225.4	108.6%	44.1	38.2	87%
Florence Av	111	10,933	111	10,202	93.3%	225.3	227.8	101.1%	48.5	44.8	92%
Crenshaw BI Local	210	7,586	210	10,560	92.6%	195.4	316.7	102.2%	36.8	33.3	91%
Crenshaw BI Rapid	710	3,816				114.4	0				
Imperial Hwy	120	2,045	120	1,860	90.9%	87.9	87.7	99.8%	23.3	21.2	91%
Laurel Canyon BI	230	1,992	230	1,812	90.9%	61.7	62.3	101.0%	32.3	29.1	90%
Venice BI Local	33	7,674	33	13,192	90.7%	208.6	351.2	86.5%	35.8	37.6	105%

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Venice BI Rapid	733	6,865				197.2	0				
Sunset BI (became Sunset BI - Alvarado St)	2	8,151	2	15,306	90.0%	239.4	379.6	97.5%	43.7	40.3	92%
Alvarado St	200	8,861				149.8	0				
Canoga Station - Thousand Oaks	161	700	161	630	90.0%	39.6	40.8	103.0%	17.7	15.4	87%
La Brea Av	212	7,531	212	6,738	89.5%	187.9	187	99.5%	40.1	36.0	90%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,221	134	1,091	89.4%	59.9	51.1	85.3%	20.4	21.4	105%
Downtown LA - Norwalk - Disneyland	460	3,881	460	3,395	87.5%	177.6	150.9	85.0%	21.9	22.5	103%
Studio City - Beverly Hills	218	563	218	487	86.5%	34.7	32.4	93.4%	16.2	15.0	93%
Paramount BI	265	751	265	648	86.3%	37.6	37.5	99.7%	20.0	17.3	86%
Plummer St, Woodman Av	158	1,076	158	927	86.1%	42.6	43.2	101.4%	25.3	21.5	85%
Normandie Av	206	7,017	206	6,024	85.9%	129.8	138.3	106.5%	54.1	43.6	81%
Beverly BI - W Adams BI	14/37	8,829	14/37	7,517	85.1%	212.9	209.4	98.4%	41.5	35.9	87%
Figueroa St	81	9,128	81	7,314	84.7%	207.9	203.2	140.5%	51.9	31.3	60%
Downtown LA - Eagle Rock via York BI	83	1,662	182	1,830		0	88.9				
Coldwater Canyon Av - Devonshire St	167	1,249	167	1,058	84.7%	69.2	68.8	99.4%	18.1	15.4	85%
Telegraph Rd	62	2,786	62	2,358	84.6%	106.1	89	83.9%	26.3	26.5	101%
Westwood - Pacific Palisades	602	620	602	521	84.0%	50.9	49.7	97.6%	12.2	10.5	86%
Olympic BI Local	028	8,809	028	7,351	83.5%	260.9	208.6	80.0%	33.8	35.2	104%
Broadway Local	045	11,534	045	10,427	78.8%	272.4	258.6	89.8%	39.2	34.4	88%
Broadway Rapid	745	3,129				101.8	0				
Compton BI, Somerset BI			127	1,133		0	77.3				
La Tijera BI, Exposition BI	102	1,747	102	1,352	77.4%	78.8	66.8	84.8%	22.2	20.2	91%
Valley BI	076	6,088	076	4,655	76.5%	166.9	152.8	91.6%	36.5	30.5	84%
Avalon BI, W 7th St	051	18,491	051	14,063	76.1%	350.5	348.9	99.5%	52.8	40.3	76%
Downtown LA - Artesia via Long Beach BI	060	11,110	060	10,028	75.5%	270	318.6	91.8%	38.3	31.5	82%
Long Beach BI Rapid	760	2,173				77	0				
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	12,085	901	8,980	74.3%	220.5	232.9	105.6%	54.8	38.6	70%
Washington BI/W Jefferson BI	35/38	4,435	35/38	3,196	72.1%	142.7	101.7	71.3%	31.1	31.4	101%
Riverside Dr	96	790	96	550	69.6%	44.9	31.6	70.4%	17.6	17.4	99%
Pico BI	30	9,693	30	6,730	69.4%	239.4	138.3	57.8%	40.5	48.7	120%

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Vermont Av Rapid	754	14,153	754	9,764	69.0%	164.7	144.3	87.6%	85.9	67.7	79%
Melrose Av/Main St/San Pedro St	10/048	6,529	10/048	4,437	68.0%	187.8	144.6	77.0%	34.8	30.7	88%
Warner Center Shuttle	601	745	601	208	27.9%	70.5	33.9	48.1%	10.6	6.1	58%
Alondra BI			128	693	New Saturday service	0	43.7	N/A	N/A	15.9	N/A
Saticoy St			169	1,169	New Saturday service	0	66	N/A	N/A	17.7	N/A
Artesia BI	130	1,280			Transferred to Municipal Agencies	57.3	0	N/A	22.3	N/A	N/A
Boyle Av	254	402			Discontinued	28.5	0	N/A	14.1	N/A	N/A
South Gate Shuttle	612	929			Replaced with Micro	52.7	0	N/A	17.6	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2024

Line Description	Line (2019)	Avg Sun Boardings Q3-2019	Line (2024)	Avg Sun Boardings Q3-2024	Sun Ridership Recovery 2024 Versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
CSULA - City Terrace Shuttle	665	140	665	299	213.8%	11.7	29.1	248.7%	12.0	10.3	86%
LAC USC Medical Center Shuttle	605	708	605	1,049	148.2%	27	46.4	171.9%	26.2	22.6	86%
North Hollywood - Pasadena Express	501	441	501	644	146.0%	31.4	60.4	192.4%	14.1	10.7	76%
Nordhoff St	166	1,894	166	2,749	145.1%	56.2	79.9	142.2%	33.7	34.4	102%
Sherman Way	163	3,869	162	5,357	138.4%	89.1	132.8	149.0%	43.4	40.3	93%
Rosemead BI	266	2,509	266	3,415	136.1%	76	126.4	166.3%	33.0	27.0	82%
Vanowen St	165	2,798	165	3,733	133.4%	77	112.9	146.6%	36.3	33.1	91%
Rosecrans Av	125	1,925	125	2,537	131.8%	71.1	106.4	149.6%	27.1	23.8	88%
Roscoe BI	152	4,592	152	5,910	128.7%	102.9	170.2	165.4%	44.6	34.7	78%
Downtown LA - Foothill BI	90	2,482	90	3,552	126.7%	87.4	144.1	160.6%	26.0	20.5	79%
Hollywood Way	222	727	222	676		52.9	56.6				
Lankershim BI	224	3,565	224	3,881		92.3	154.5				
Whiteoak Av, Woodley Av	237	832	237	995		60.3	68.9				
Foothill BI			690	536		0	46.4				
E Olympic BI/W 8th St	66	5,625	66	7,128	126.7%	124.1	181.1	145.9%	45.3	39.4	87%
Downtown LA - San Fernando Rd - North Hollywood	94	4,235	94	4,483	126.2%	160.6	165.4	154.7%	24.5	20.0	82%
Burbank BI Oxnard St			154	363		0	34.9				
Riverside Dr	155	534	155	807		28.4	59.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	511				26.3	0				
Burbank - Sylmar San Fernando Rd			294	1,007		0	72.8				
Van Nuys BI Local	233	6,987	233	8,768	125.8%	139.1	220.2	156.3%	39.2	31.6	80%
Sepulveda BI	234	5,070	234	4,788		168.5	175.9				
Sepulveda BI - Westside Rapid	744	1,381	761	3,345		35	139.5				
Hawthorne BI, Rancho Palos Verdes	344	712	344	868	121.9%	39.7	44.5	112.1%	17.9	19.5	109%
Canoga Station - Thousand Oaks	161	401	161	479	119.6%	27.4	40.8	148.9%	14.6	11.7	80%
Central Av	53	5,439	53	6,377	117.2%	125.6	202	160.8%	43.3	31.6	73%
Balboa BI	236	490	236	569	116.2%	25.8	45.5	176.4%	19.0	12.5	66%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,459	205	1,413	114.4%	70.9	86	120.2%	20.0	19.1	95%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,357	246	2,299		58.6	108.8				
San Pedro - Harbor Gateway Transit Center	550	428				32.6	0				
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,796	232	3,158	113.0%	119.8	134.5	112.3%	23.3	23.5	101%
Pasadena - Highland Park - Eastern Av	256	582	256	472	112.7%	53.8	44.2	106.1%	13.3	14.1	106%
Fremont Av - Eastern Av - Garfield Av			258	880		0	55.9				

RSH = Revenue Service Hours



Line Description	Line (2019)	Avg Sun Boardings Q3-2019	Line (2024)	Avg Sun Boardings Q3- 2024	Sun Ridership Recovery 2024 Versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,005	267	618		67.1	46.2				
El Monte - Pasadena via Baldwin Av	268	817	268	376		54.5	29.8				
Arcadia - Santa Anita Av - El Monte			287	237		0	15.8				
Downtown LA - San Gabriel BI	487	897	487	447		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,320		0	73.1				
Los Robles Av (687); Allen Av (686)	687	560	686			45.1	0				
3rd St.	16	11,744	16	12,816	111.9%	242.3	294.5	135.5%	48.5	40.0	83%
Robertson BI - Beverwil Dr			617	323		0	33.9				
Ventura BI	150	6,448	150	1,658	111.8%	184.8	82.4	155.1%	35.0	25.3	72%
Topanga Canyon BI	245	313	244	661		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,381	240	6,786		34.3	232.5				
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,697	910/950	7,404	110.6%	201.6	201.8	100.1%	33.2	36.7	110%
Westwood - Pacific Palisades	602	425	602	470	110.6%	37.3	49.7	133.2%	11.4	9.5	83%
Downtown LA - Glenoaks BI - Sylmar	92	3,288	92	3,596	109.4%	122.4	159	129.9%	26.9	22.6	84%
Gage Av	110	3,044	110	3,316	108.9%	98.6	111.4	113.0%	30.9	29.8	96%
Santa Monica - Malibu via Pacific Coast Hwy	534	858	134	931	108.5%	44.4	51.1	115.1%	19.3	18.2	94%
Huntington Park Shuttle	611	842	611	912	108.3%	49.8	46.7	93.8%	16.9	19.5	116%
Century BI	117	4,601	117	4,954	107.7%	121.8	122.1	100.2%	37.8	40.6	107%
Compton Av	55	3,426	55	3,660	106.8%	104	115.6	111.2%	32.9	31.7	96%
Crenshaw BI	210	8,626	210	9,122	105.7%	191.6	308	160.8%	45.0	29.6	66%
Soto St	251	5,547	251	6,616	104.9%	149.9	229.3	127.7%	35.1	28.9	82%
Soto St - Griffin Av	252	759				29.6	0				
Slauson Av	108	6,377	108	6,687	104.9%	150.2	215.7	143.6%	42.5	31.0	73%
Vernon Av, La Cienega BI	105	8,115	105	8,475	104.4%	167	220.3	131.9%	48.6	38.5	79%
Vermont Av Local	204	13,994	204	14,571	104.1%	196.5	255.3	129.9%	71.2	57.1	80%
Studio City - Beverly Hills	218	436	218	453	103.9%	25.1	32.4	129.1%	17.4	14.0	80%
Western Av Local	207	15,888	207	16,399	103.2%	206.2	299	145.0%	77.0	54.8	71%
Whitter BI W 6th St.	18	9,566	18	13,855	102.7%	203.4	345	136.7%	43.1	32.4	75%
Wilshire BI Local	20	5,771	20	5,707		183.9	247.7				
Wilshire BI Rapid	720	16,000	720	12,610		339.1	400.3				
Montebello - Downtown LA via Cesar Chavez Av	68	3,896			102.7%	102.2	0	124.8%	35.9	29.6	82%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	70	6,913	70	9,567		181	292				
Downtown LA - City Terrace - CSULA	71	420				29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,969		0	98.3				

Line Description	Line (2019)	Avg Sun Boardings Q3-2019	Line (2024)	Avg Sun Boardings Q3- 2024	Sun Ridership Recovery 2024 Versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Imperial Hwy	120	1,708	120	1,724	100.9%	87.6	87.7	100.1%	19.5	19.7	101%
Santa Monica BI Local	4	10,419	4	17,616	100.8%	282.2	464.9	107.0%	40.2	37.9	94%
Santa Monica BI Rapid	704	7,064				152.3	0				
Victory BI	164	2,667	164	2,688	100.8%	87.9	109.3	124.3%	30.3	24.6	81%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	6,349	260	5,557	100.7%	166.9	176.2	126.8%	38.0	30.2	79%
Pasadena - Altadena via Fair Oaks Av			660	833		0	35.5				
Manchester Av - Firestone BI	115	6,882	115	6,801	98.8%	165.3	168.4	101.9%	41.6	40.4	97%
Sunset BI (became Sunset BI - Alvarado St)	2	6,507	2	13,210	98.4%	185.3	379.6	123.1%	43.5	34.8	80%
Alvarado St	200	6,915				123	0				
Hollywood - Pasadena	180	8,013	180	5,492	97.6%	238.4	230.4	133.4%	34.4	25.2	73%
Hollywood BI Fairfax BI	217	4,617	217	6,836		128.8	259.3				
La Brea Av	212	5,831	212	5,619	96.4%	136.9	187.5	137.0%	42.6	30.0	70%
Downtown LA - Norwalk - Disneyland	460	3,107	460	2,984	96.0%	154.5	151.1	97.8%	20.1	19.7	98%
Florence Av	111	9,016	111	8,642	95.9%	208.9	214.3	102.6%	43.2	40.3	93%
MLK - Hawthorne BI	40	8,929	40	8,481	95.0%	246.6	298	120.8%	36.2	28.5	79%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	4,830	78	3,903	94.6%	166.7	139.7	113.1%	29.0	24.2	84%
Rose Hill - Arcadia via Huntington Dr			179	667		0	48.9				
Hoover St	603	4,890	603	5,024	93.0%	127.5	160.3	103.0%	34.7	31.3	90%
Silver Lake	201	514				28.1	0				
Laurel Canyon BI	230	1,614	230	1,491	92.4%	56.8	56.4	99.3%	28.4	26.4	93%
Venice BI Local	33	5,993	33	11,486	91.7%	170.4	349.5	97.9%	35.1	32.9	94%
Venice BI Rapid	733	6,536				186.6	0				
Plummer St, Woodman Av	158	812	158	744	91.6%	39.9	43	107.8%	20.4	17.3	85%
Broadway Local	45	8,788	45	8,725	90.5%	200.5	255.7	127.8%	41.0	29.1	71%
Compton BI, Somerset BI			127	956		0	77.3				
Broadway Rapid	745	1,905				60.1	0				
Paramount BI	265	630	265	567	90.0%	37.5	37.5	100.0%	16.8	15.1	90%
Beverly BI - W Adams BI	14/37	7,201	14/37	6,431	89.3%	186.4	209.4	112.3%	38.6	30.7	79%
Figueroa St	81	6,946	81	6,040	88.3%	160.3	202.9	123.6%	35.6	25.4	71%
Downtown LA - Eagle Rock via York BI	83	1,448				75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,368		0	88.9				
Normandie Av	206	6,041	206	5,235	86.7%	115.7	134.2	116.0%	52.2	39.0	75%
Vermont Av Rapid	754	9,444	754	7,904	83.7%	111.4	140.7	126.3%	84.8	56.2	66%
Olympic BI Local	28	7,348	28	6,148	83.7%	225.7	208.6	92.4%	32.6	29.5	91%
Telegraph Rd	62	2,225	62	1,861	83.6%	89.3	86.2	96.5%	24.9	21.6	87%

Line Description	Line (2019)	Avg Sun Boardings Q3-2019	Line (2024)	Avg Sun Boardings Q3- 2024	Sun Ridership Recovery 2024 Versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Coldwater Canyon Av - Devonshire St	167	1,126	167	931	82.7%	69.1	68.8	99.6%	16.3	13.5	83%
Riverside Dr	96	597	96	487	81.5%	38.8	31.6	81.4%	15.4	15.4	100%
Downtown LA - Artesia via Long Beach BI	60	9,970	60	8,105	81.3%	224.3	304.8	135.9%	44.4	26.6	60%
Washington BI/W Jefferson BI	35/38	3,055	35/38	2,475	81.0%	105.7	100.2	94.8%	28.9	24.7	85%
Avalon BI, W 7th St	51	13,852	51	11,172	80.7%	262.2	262.8	100.2%	52.8	42.5	80%
Melrose Av/Main St/San Pedro St	10/48	4,785	10/48	3,820	79.8%	146	144.6	99.0%	32.8	26.4	81%
Valley BI	76	4,865	76	3,823	78.6%	136.2	152.8	112.2%	35.7	25.0	70%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,998	901	7,708	77.1%	220.5	232.9	105.6%	45.3	33.1	73%
La Tijera BI, Exposition BI	102	1,507	102	1,158	76.9%	78.1	66.8	85.5%	19.3	17.3	90%
Pico BI	30	8,335	30	5,817	69.8%	203.6	138.3	67.9%	40.9	42.1	103%
Warner Center Shuttle	601	751	601	278	37.0%	71	33.9	47.7%	10.6	8.2	78%
Alondra BI			128	575	New Sunday Service	0	43.7	N/A	N/A	13.2	N/A
Saticoy St			169	919	New Sunday Service	0	61.9	N/A	N/A	14.8	N/A
Tampa Av & Winnetka Av			242/243	846	New Sunday Service	0	55	N/A	N/A	15.4	N/A
Artesia BI	130	1,051			Transferred to Municipal Agencies	57.2	0	N/A	18.4	N/A	N/A
South Gate Shuttle	612	803			Replaced with Micro	52.3	0	N/A	15.3	N/A	N/A



# **NextGen Ridership Update Quarter 3, Calendar Year 2024**

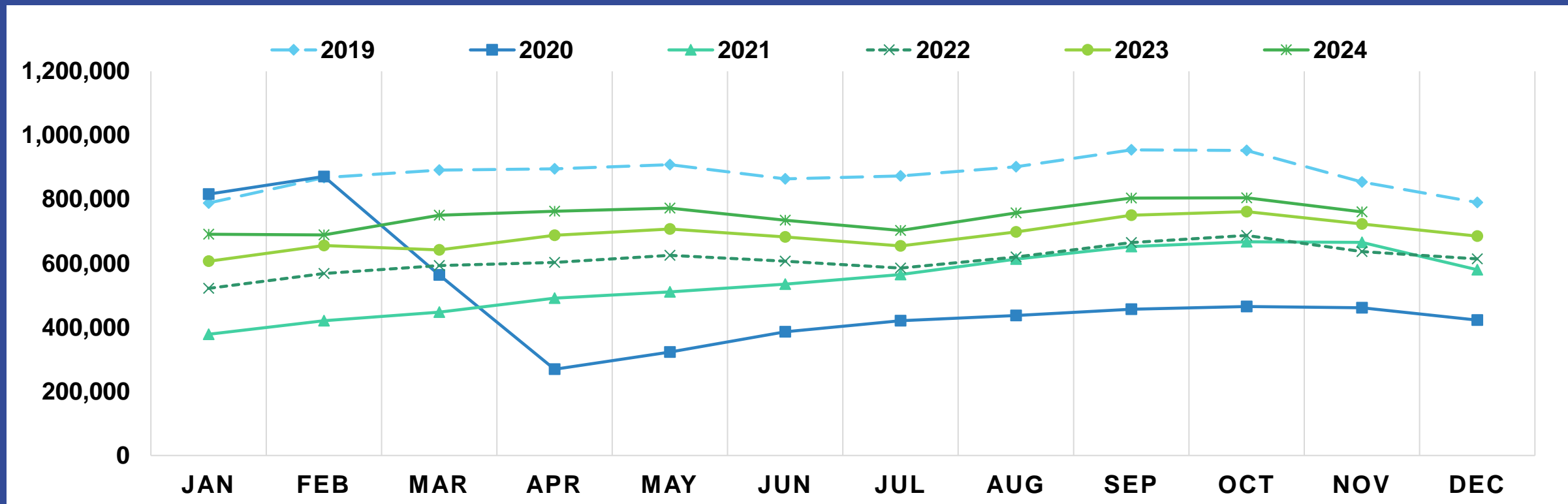
**Operations, Safety, and Customer Experience Committee**

**February 20, 2025**



**Metro®**

# Average Weekday Ridership 2019-2024

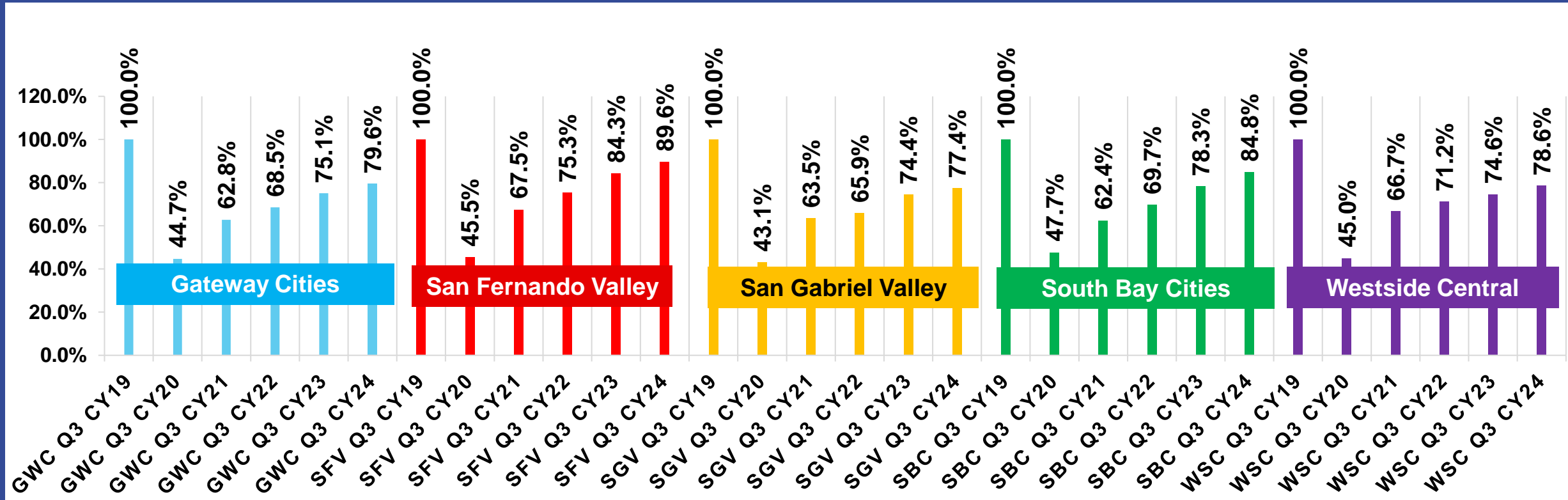


- Average weekday ridership recovery (2024 versus pre-COVID 2019 Q3) was 82.9%. Highest average weekday ridership in Q3 was September 2024, a post-COVID record Q3 high of 804,279, the first time over 800,000 post-COVID.
- Q3 average 2024 Saturday ridership recovery was 91.6% of pre-COVID 2019 Q3 level, with a Q3 record post-COVID high of 535,684 average Saturday boardings in August 2024.
- Q3 average 2024 Sunday ridership recovery was 97.0% of pre-COVID 2019 Q3 level, with a Q3 record post-COVID high of 449,902 average Sunday boardings in August 2024.



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# Average Weekday Ridership Recovery by Service Area Q3 CY2019 – Q3 CY2024



All service areas improved their recovery rates by 3-6% compared to the same quarter of 2023. The San Fernando Valley area continues to show the most weekday ridership recovery at 89.6% weekdays.

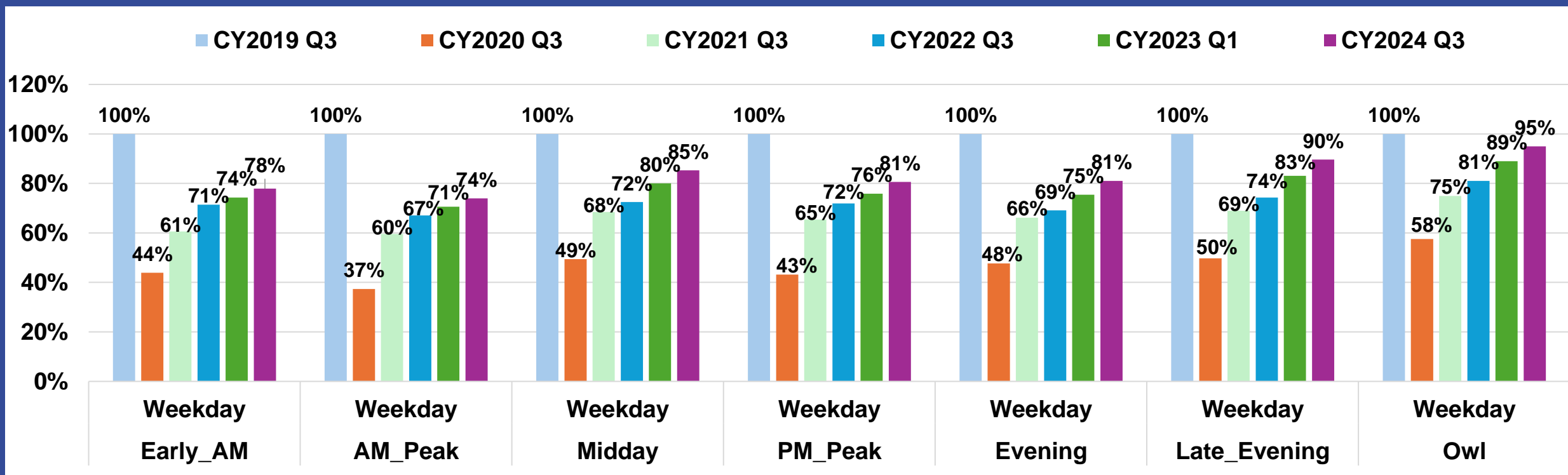
Similar pattern on weekends with San Fernando Valley at 101.4% recovery Saturday and 110.6% recovery Sunday. The EFC share of average weekday ridership remains 1% above pre-COVID levels weekdays (slightly above pre-COVID levels weekends).



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# Weekday Ridership by Time Period

## Q3 CY2019 to Q3 CY2024



Midday ridership recovery (base) at 85% continues to exceed both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies. AM peak remains most subdued at 74% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak at 81% has stronger recovery than AM peak. Late evening and Owl ridership periods recovered most strongly at 90% and 95% as these periods typically serve transit-dependent shift workers.



# Average Line/Group Ridership Recovery

- In Q3 CY2024, ridership fully recovered to above pre-pandemic levels on 20 weekday lines (up from 18 in Q2 CY2024), 29 Saturday lines (up from 24), and 43 Sunday lines (up from 40).
  - Weekday lines with ridership recovery above 82.9% average: 18-Tier 1, 15-Tier 2, 8-Tier 3, and 11-Tier 4
  - Saturday lines with ridership recovery above 91.6% average: 18-Tier 1, 15-Tier 2, 8-Tier 3, and 4-Tier 4
  - Sunday lines with ridership recovery above 97.0% average: 16-Tier 1, 14-Tier 2, 8-Tier 3, and 8-Tier 4
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency have recovered more slowly. Low frequency lines that had increased frequencies in the June 2024 service change improved much more than other lines. Additional lines were improved in the December 2024 service change.

Number of Lines/Groups Above Average Recovery Q3 2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	18	18	16
Tier 2	15	15	14
Tier 3	8	8	8
Tier 4	11	4	8
Total	52	45	46