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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025**

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q2 CY2025

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 second quarter of calendar year 2025 (Q2 CY2025), consisting of April, May, and June 2025, compared to the pre-pandemic and start of 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) and non-EFCs, time period, line/line group, as well as 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 was to be rolled out in two phases.
- "Reconnect" was the initial phase to restructure the existing network. It was implemented over three 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 in improved bus speeds and direct revenue service hours saved on 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 reduce service by 10% in February 2022 to stabilize service reliability, with full restoration by December 2022 with more operators hired.
- Full NextGen bus service levels have been operated since then into 2025 with improved reliability due to full bus operator staffing, which was achieved by August 2023, with a 1-2% shortage experienced by end of 2023, but higher recruitments led to full staffing again being achieved in January 2025, with very low cancellation rates.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers

for Metro's 117 bus lines, summarized in Table 1.

Table 1: NextGen Frequency Tiers as of December 2024

Service Type	Peak Weekday	Midday Weekday	Evening	Daytime Weekend	Number of Lines
Core Network (Tier1)	5-10	5-10	10-15	7.5-15	29
Convenient Network (Tier 2)	10-12	10-12	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	36

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. This expected ridership was attributed to increased speed of service/reduced travel times after implementing items from the speed and reliability tool kit, including new bus lanes and expanded transit signal priority, and reinvestment of time savings for increased service frequencies. terminals.

This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth to be supported by implementing the remaining Transit First bus speed and reliability improvements. The impact of immigration enforcement is working directly against such ridership growth potential from NextGen.

DISCUSSION

In quarter Q2 CY2025, average daily Metro bus system boardings for weekday and Saturday declined over the same quarter of CY2024, the first decline in over two years. This decline is discussed further in the report, but is believed to be related to federal immigration enforcement actions in the LA region beginning in June 2025, making some riders afraid to use public transit in an open public environment, and reducing ridership in that month. Only Sunday average daily ridership in Q2 still managed to grow over CY2024 ridership, though it also saw ridership decline in June 2025. All day types saw year-over-year ridership gains in both April and May 2025, but the June declines were significant enough for weekday and Saturday to cause a decline for the quarter overall. As of Q1 CY2025, average daily bus system ridership continued to grow. However, in Q2 CY2025, it declined for the first time in over two years for weekday and Saturday compared to Q2 CY2024. Only Sunday ridership grew in 2025 over the same quarter of 2024. The ridership recovery rates of Q2 CY2025 compared to Q2 CY2019 are:

- Weekday was 84.1% (down from 85.1% in Q2 CY2024)
- Saturday was 90.9% (down from 92.4% in Q2 CY2024)
- Sunday was 102.8% (up from 100.3% in Q2 CY2024).

Complete restoration of bus service by December 2022, combined with more reliable service delivery, speed and reliability initiatives, and the introduction of new fare programs (e.g., fare capping, GoPass for students and LIFE Program for low-income riders, fare capping), has contributed to much stronger ridership recovery in 2023, 2024, and continuing in 2025. This

reinforces the importance of affordable, faster, more frequent and reliable service delivery in attracting and retaining ridership.

The highest monthly averages for post-pandemic weekday ridership in 2024 were in September (804,279) and October (804,963). In 2025, the highest month was May 2025 with 791,214. However, average weekday ridership declined year over year in June (686,215), July (647,000), and August 2025 (706,093), returning to CY2023 levels, with a Q2 CY2025 average weekday ridership decline of 1.2%. (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2025).

Average Saturday bus ridership also showed declines in June, July, and August 2025 after increases in April and May. Average Q2 Saturday bus ridership showed a 1.6% decline over the same quarter in 2024. However, Sunday Q2 CY2025 showed a 2.5% growth over the same quarter in 2024, though average Sunday ridership declined in June, July, and August 2025. Sunday April and May 2025 ridership growth was high enough to offset June 2025 declines to still post growth for Q2 CY2025 over Q2 CY2024. See Attachment A, Charts 6, 7, and 8 for Average Weekday, Saturday, and Sunday Ridership and Chart 9 for comparison of average Q2 Weekday, Saturday, and Sunday ridership from 2019 through 2025.

Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley showed the highest rate of weekday ridership recovery at 93.4% in Q2 CY2025 (up from 91.3% in Q2 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 (a big improvement from 20-30 minute off peak service) across the San Fernando Valley as well as lines restructured to focus on North Hollywood.. These changes resulted in a 3% gain in revenue service hours, with no other service area having such gains in service. This is a likely primary reason for the ridership gains in the San Fernando Valley and the more limited growth and recovery in other areas.

The average Q2 CY2025 weekday ridership of the San Fernando Valley area compared to Q2 CY2024 increased by 2.3%, indicating that ridership growth remained strong, with this being the only service area showing growth in this quarter. The improvements appeared to increase ridership more than any reductions from immigration enforcement, though this may only be the case for Q2, as the enforcement impacted only one of the three months of Q2. The other four service areas all saw ridership declines of between 2.3% and 5.6% over the same quarter of 2024, with the Gateway Cities service area showing the largest decline.

The weekday ridership recovery rates of the other four Service Council areas in Q2 CY2025 all declined compared to the same quarter in CY2024:

- San Gabriel Valley: 78.0% (down 3.3% from 81.3% in part due to two bus lines moving to Pasadena Transit, as well as some general decline)
- Gateway Cities: 76.4% (down 4.5% from 80.9% in Q2 CY2024)
- Westside Central: 81.6% (down 1.9% from 83.5% in Q2 CY2024)
- South Bay Cities: 82.8% (down 3.0% from 85.8% in Q2 CY2024)

Saturday's average recovery rate for Q2 CY2025 was 90.9% overall, a decrease from 92.4% for the same quarter of 2024. San Fernando Valley again showed the highest recovery at 102.4% (up from 101.4%), while other areas were 76.4% to 86.7% (down from 81.3% to 90.1%). Saturday ridership increased 1.0% for the San Fernando Valley over the same quarter in CY2024. The other four service areas decreased by between 2.7% to 6.1%, with the largest decline in the Gateway Cities area.

The average Sunday ridership recovery rate was 102.8% overall, up from 100.3% in the same quarter of 2024. San Fernando Valley's recovery rate was the highest at 117.4% (up 2.9% from 114.5% in Q2 CY2024), and the four other service areas varied in recovery rate from 84.4% to 96.6% (down from 88.6% to 99.1%, a decrease of 1.9% to 4.8% in Q2 CY2024). Again, the Gateway Cities service area saw the largest decline. This was consistent for all day types; it appears this service area reacted most significantly to the immigration enforcement actions, which in all areas are negating in part of the potential of the NextGen improvements. See Table 3 in Attachment A for full details of the percentage change in average daily ridership by service area between Q2 CY2025 and Q2 CY2024. See also Attachment A, Charts 10-12, for Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q2 CY2019 - Q2 CY2025.

Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by 2.0% on weekdays, 1.6% on Saturdays, and 1.3% on Sundays during Q4 CY2020. This was during the most impactful time of COVID cases, when much of the transit ridership was in EFCs, and people still needed to travel to access jobs and services.

By Q1 CY2025, EFC boardings as a proportion of total boardings were 1.2% higher for weekdays, up 0.3% for Saturday, and slightly down 0.1% for Sunday compared to pre-COVID levels. This dropped slightly in Q2 CY2025, with a 1.0% higher proportion than pre-pandemic on weekdays, but declined to 0.3% lower on Saturdays, and declined to 0.4% lower on Sundays. These declines in the proportion of EFC boardings may be attributable to the immigration enforcement being most concentrated in EFCs, meaning many who normally rely upon transit sought alternative transportation or forwent travel altogether. See Attachment A pages 19 and 20 including Chart 13 for further discussion of bus system ridership in Equity Focus Communities.

Ridership by Time Period

As of Q2 CY2025, early AM and AM peak periods ridership for weekday remain the least recovered at 74% and 70% of 2019 levels, respectively; these are also lower than in the same quarter of CY2024 (77% and 74% respectively) likely due to the ridership drop in June 2025 resulting from immigration enforcements, making some unwilling to ride public transit. The PM peak and evening recovery rates were 76% and 82%, respectively, again with declines, most significantly in the PM peak, over the same quarter of CY2024 (82% and 83% respectively). The base (midday) period also saw a reduction in recovery rate, from 88% in Q2 CY2024 to 86% in Q2 CY2025, a smaller decline than in the peak periods.

In contrast, late evening and Owl periods' share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 93%, and 95%, respectively, with

improvements over the same quarter of CY2024 (91% and 92% respectively). Any growth factors, such as federal and state return to office directives, may drive further recovery in Q3 CY2025, but have clearly been negated by impacts from immigration enforcement, which began in June 2025 (part of Q2 CY2025), keeping many people from riding the Metro bus system.

The better midday recovery rate for weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays. However, in Q2 CY2025, all time periods except late evening and Owl showed declines in recovery rates of 1-6% over the same quarter in CY2024. Recovery rate declines are most significant in the AM and PM peak periods, with smaller declines in the early AM, base, and early evening periods.

Saturday early AM, AM peak, base, and PM peak ridership had the lowest recovery rates, at 87%, 81%, 83%, and 84% respectively, each declining from Q2 CY2024 (89%, 84%, 88%, 88% respectively). In contrast, Saturday evening, late evening, and Owl showed either stable (evening at 91%), or higher recovery rates at 96% and 100% (up from 95% and 98% respectively).

Sunday recovery rates by time period for Q2 CY2025 were topped by early AM, which was 111%, slightly down from 112% in Q2 CY2024. The AM peak was stable at 97%. The base, PM peak, and early evening each showed a decline in recovery rates at 95%, 94%, and 98% respectively (down from 97%, 98%, and 99% respectively), with the PM peak showing the largest decline in recovery rate. The late evening and Owl periods showed increases in recovery rate (both at 102%, up from 100% and 98% respectively) compared to Q2 CY2024. See also Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q1 CY2019 - Q2 CY2025.

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 commuter trips. As ridership recovered in 2022 through 2024, average passenger trip lengths have increased and were at 3.4 miles for each day type in the most recent data, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips to address a market identified as a significant opportunity to grow ridership through the NextGen Bus study by providing more frequent local bus lines serving shorter distance trips. (Attachment A, Chart 17 Average Passenger Trip Length)

Ridership Recovery by Service Tiers and Lines

This section compares average daily line ridership for Q2 CY2025 versus Q1 CY2019 for each day type (weekday, Saturday, Sunday) and provides an overview of lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers. As the NextGen Bus Plan restructured bus lines and line groups, this analysis must, in many cases, be based on comparing ridership for groups of lines to provide a fair comparison of the changes in ridership at the line level. In Q2 CY2025, 117 individual Metro bus lines were operating. However, the ridership recovery rate analysis for this quarter is based on 81 weekday, 75 Saturday, and 74 Sunday lines/line groups to allow for a fair comparison. Detailed data is included in Attachments B, C, and D, respectively.

Using Q2 CY2019 as a pre-COVID baseline and in comparison to Q2 CY2024, the overall Q2 CY2025 bus system ridership recovery rate was 84.1% for weekday (down from 85.1%), 90.9% for Saturday (down from 92.4%), and 102.8% for Sunday (up from 100.3%); only Sunday had improved recovery, with declines for weekday and Saturday.

There were 19 weekday (down from 28 in Q1 CY2025 but up from 18 in Q2 CY2024), 32 Saturday (down from 50 in Q1 CY2025 but up from 24 in Q2 CY2024), and 44 Sunday (down from 50 in Q1 CY2025 but up from 40 in Q2 CY2024) lines/line groups exceeding their pre-COVID Q1 CY2019 ridership numbers in Q2 CY2025.

Tier 1 and Tier 2 higher frequencies continue to show stronger recovery; some of these lines also include route changes to better connect riders to key destinations. The common denominator of lower ridership recovery of 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, which has negatively impacted many downtown service industry businesses and further reduced 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, as well as the many cultural attractions and entertainment events based there. Metro is also monitoring return-to-office initiatives of federal and state governments, which may contribute to increased ridership recovery in Q3 and Q4 of CY2025.

This same pattern was noted for the G Line BRT service between North Hollywood, Canoga Park, and Chatsworth, with notably lower ridership recovery, especially on weekdays (57.1%) but also on weekends (Saturday 62.7%, and Sunday 70.2%). By comparison, the J Line BRT between El Monte, downtown LA, and Harbor Gateway/San Pedro had a 94% weekday recovery rate and much higher weekends (122.2% Saturday; 129.4% Sunday), perhaps from a mix of work and leisure travel. Before COVID, these lines had higher usage by discretionary riders. These riders do not appear to be traveling post-COVID as much for work in downtown LA (the G Line feeds the B Line rail to downtown LA) or other employment centers located in the San Fernando Valley, such as Van Nuys or Warner Center. Warner Center has seen the closure of a mall, and the G Line is also now being impacted by long-term detours for the Van Nuys grade separation project, which may divert more riders away from this service in Q2 CY2025. Poor performance of the signal priority system and some safety-related issues in and around the G Line may also be related factors. Lastly, the G Line may have lost riders to the NextGen improved transit lines in the San Fernando Valley.

Notable ridership changes also occurred on the Vermont corridor, a very high EFC corridor where frequent Local and Rapid bus service continues to operate. The corridor's overall ridership recovery rate was 87.9% on weekdays (down slightly from 91.7% in Q1 CY2025), with the Local Line 204 having a recovery rate of 108.8% (down from 114.5% in Q1 CY2025). By comparison, Vermont Rapid Line 754, which operates with the same frequency as the local line but on a limited stop format, had a ridership recovery rate of 66.7% (down from 69.3% in Q1 CY2025). Line 754 saw notably high cancellation rates in 2022 and to some extent in 2023 and 2024, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 118.4%; Rapid 63.2%) and Sunday (Local 114.0%; Rapid 85.2%).

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 above 100%. Examples include Line 55 on Compton Av and Line 117 on Century Bl, both of which serve South LA, as well as Line 605, which serves 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, with no NextGen route or frequency changes in most cases, 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 ridership growth potential some of these lines may have.

The devastating Palisades and Eaton Canyon fires that occurred in early January 2025 (Q1) have had a continued impact this Q2 CY2025. The impacts of the Palisades fire were primarily on two bus lines: Line 134 (Santa Monica - Malibu) and Line 602 (Westwood - Pacific Palisades). These lines were suspended for up to seven weeks. Line 134 is now operating, but with a 5-mile zone with limited bus stops on Pacific Coast Highway (PCH) due to fire recovery activity. Line 602 western half from Bundy to PCH, remains out of operation due to fire recovery efforts. The no-stop zone on Line 134 has since been reduced to around 5 miles, but impacts are expected to continue through at least the remainder of 2025. Ridership impacts have lower but improving recovery rates (except Line 602 weekends)

The Eaton fire in Altadena impacted Lines 660 and 662, which link Altadena and Pasadena. Operation of these lines was shortened approximately half a mile to Woodbury Rd (originally further south at Washington Bl). Again, these impacts are expected to remain in place through 2025. Ridership has been impacted on these two lines, though not nearly as severely as for Lines 134 and 602.

Bus Line Productivity

Data also consistently shows that increased revenue service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery compared to lines that saw stable or fewer service hours compared to pre-NextGen. However, a separate analysis is required for the productivity (passenger boardings/revenue service hours) of lines resulting from the NextGen Bus Plan changes. While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. The measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million, and that remains the same in CY2025. However, distribution of service hours was moved between lines and day types. The following is a comparison of bus system productivity (passenger boardings per revenue service hour) before and after NextGen, comparing Q2 CY2019 with Q2 CY2025:

- Weekday: 35.2 passenger boardings per revenue service hour (2025) versus 40.3 (2019)
- Saturday: 34.2 passenger boardings per revenue service hour (2025) versus 37.8 (2019)
- Sunday: 30.4 passenger boardings per revenue service hour (2025) versus 36.2 (2019)

The weekday change in productivity is explained by a 2.6% decline in revenue service hours versus a 24.9% decline in ridership between 2019 and 2025. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level, even with a slight reduction in weekday service hours, especially with the recent decline in ridership due to immigration enforcement.

On weekdays, 10 of the 81 lines/line groups managed to exceed their former productivity level, while another 49 lines/line groups exceeded 80.0% of their former productivity (pre-NextGen). These were a mix of all frequency tiers as well as some lines that had major changes, or in many cases, minimal changes. The lowest level was 39% of former productivity, though this line and another low-level line were both impacted by the January wildfires.

There were 12 weekday lines with productivity under 20 boardings per revenue service hour, and 2 lines with under 10 boardings per revenue service hour. Two of the 12 weekday lines with the lower productivity were wildfire-impacted lines (Lines 134, 602), and the lowest was the Willowbrook - Del Amo Line 202. Staff will continue to explore opportunities to better align service and ridership levels to increase productivity.

With the recent decline in ridership, the Saturday productivity change is no longer slightly positive, nor does it exceed the former productivity level seen in Q1 CY2025, with a 7.1% decrease in ridership but a 2.7% decrease in service hours.

On Saturday, 22 of the 75 lines/line groups managed to exceed their former productivity level, while another 43 lines/line groups exceeded 80.0%. These were a mix of all frequency tiers, as well as lines that had minimal to major changes. The lowest level was 43% of former productivity, though this line was impacted by the January wildfires. There were 16 Saturday lines with productivity under 20 passengers per revenue service hour.

While the Sunday ridership was up 3.9% overall, the service hours were up 23.6% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative, i.e., well below the former productivity level. This may suggest NextGen overinvested in Sunday service, though Sunday ridership recovery has been strong, though still impacted by the recent immigration enforcement.

Of the 74 Sunday lines/line groups, 12 managed to exceed their former productivity level. These were a mix of frequency tiers as well as lines that had, in many cases, minimal changes. The lowest level was 43% of former productivity, though this line and one of the next lowest were both impacted by the January wildfires. Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0%-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels. There were 22 Sunday lines with productivity under 20 passengers per revenue service hour.

For both Saturday and Sunday, there were two lines with productivity under 10 boardings per revenue service hour, but one was a wildfire-impacted line; the other was the Warner Center shuttle. Staff will continue to explore opportunities to better align service and ridership levels to increase

productivity.

In contrast, the highest productivity lines for all three day types were Vermont Av Local 204 (60.6), Vermont Av Rapid 754 (53.9), and Western Av Local 207 (55.5), which operate in the Hollywood - South LA area.

More line-level ridership details can be found in the report (Attachment A) and data tables (Attachments B, C, D). These ridership recovery and productivity results will continue to be tracked and reported 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 Q3 CY2025 (July through September 2025) as the basis for the next ridership report.

Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan with route restructuring and establishment of frequency tiers, the NextGen Transit First scenario is designed to increase ridership based on the increased speed of service/reduced travel times by implementing items from the speed and reliability toolkit. These items include new bus lanes, expanded transit signal priority, stop optimization, and reinvestment of time savings to increase service frequencies.

Progress on such speed and reliability implementations includes 70.7 lane-miles of new bus priority lanes implemented at the end of CY2024 across Metro's service area, with the Roscoe Bl bus priority lanes in the San Fernando Valley being the latest to be implemented and completed at the end of October 2024. Updates on upcoming and recent projects are listed below:

Sunset Bl Boulevard Bus Priority Lanes (Metro Line 2)

Metro began outreach on the Sunset Bl Bus Priority Lane project in summer of 2025. This 8.4 lane-mile project on Sunset Bl between Vermont Av and Havenhurst Dr will improve bus speed and reliability for the over 19,000 daily weekday riders on Metro Line 2. The project proposes to convert existing peak-hour parking lanes on Sunset Bl to peak-hour bus priority lanes. This project will complement the Alvarado St bus priority lanes that were installed in 2021 and 2023, which also serve Metro Line 2.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In summer 2025, construction of this peak-hour bus lane project in the City of LA and Unincorporated LA County began. 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. This project is expected to be completed in Fall 2025 and will bring improved speed and reliability to riders of Metro Line 111.

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 improve the speed and reliability

improvements to 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, as well as a 7.5-lane-mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station, for 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 completed briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Av for the overall BRT project and the quick-build bus lanes.

Northern segment construction was expected to begin in summer 2025, but has been delayed to fall 2025 to further coordinate this complex project and ensure that feedback received during the outreach process is incorporated into the design. The southern segment will follow after the construction of the northern segment is complete.

Bus Lane Enforcement (BLE)

Metro continues partnering 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 arrive at their destinations faster and more reliably.

Metro completed the required 60-day education and outreach effort on the affected BLE lines, and the initial phase of the BLE program began operations as of May 12, 2025. There are now 100 vehicles equipped with photo/video capabilities that are capturing vehicles stopped or parked on bus lanes during posted operating hours, as well as at bus stops along the affected routes. A bus lane enforcement expansion program is in early development.

Metro is working with the City of West Hollywood to extend the BLE violation and citation process on the existing BLE routes within its city limits. This extended BLE program effort is being targeted to begin in the mid-summer timeframe.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities, which have historically been more transit dependent. A central goal of the NextGen Bus Plan is to provide improved transit service frequencies, travel times, and reliability improvements 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 designed through the NextGen process, there is a significant focus on serving EFCs to provide these communities with reduced wait times, shorter travel times, and improved access to key destinations. However, the impact of immigration enforcement in keeping people away from the Metro bus system is negating the potential of the NextGen Bus Plan for increasing ridership. These impacts will be monitored closely.

Staff will continue to monitor ridership in EFC and non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, ensuring that 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 services and related adjustments, such as comments received via Metro's social media channels, Customer Care, and Service Council meetings. These channels provide valuable insight into riders' key customer experience concerns.

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 to ensure continued progress.

This item supports Metro's systemwide strategy to reduce VMT through planning and operational activities 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.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it assesses Metro bus ridership trends. 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 the goals of 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

The NextGen Bus Plan network ridership will continue to be monitored through 2025 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 also continue implementing bus speed and reliability improvements, such as new bus lanes. Meanwhile, it is important to see an end to the immigration enforcement to allow many riders the confidence to ride the Metro system. Another update is planned for the Board in January 2026, tracking the detailed progress on ridership recovery during Q3 CY2025.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q2 CY2025

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

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Chief Executive Officer

NextGen Ridership Analysis – Q2 CY2025

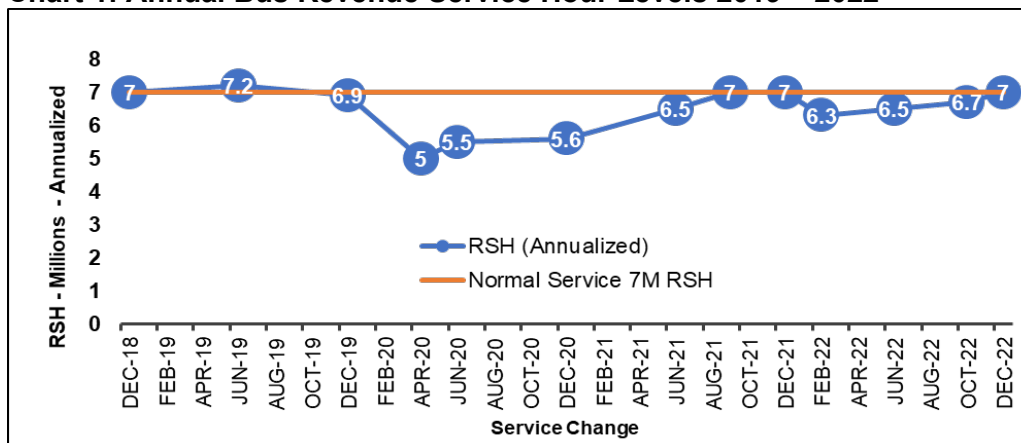
In reviewing recent Metro ridership trends, it is important to look at the overall changes occurring over the last five years (2019 through 2024). That period includes two significant events: 1) implementation of the NextGen Bus Plan between December 2020 to December 2021 and 2) changes to the overall 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 resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023. Full operator staffing was restored as of January 2025. In examining Q2 CY2025 ridership, other events with significant impacts to a small group of lines were the devastating Palisades and Eaton fires and their ongoing recovery efforts. Another factor that may be impacting ridership (positively) is the full time return to office for Federal workers beginning in March 2025, though the Federal workforce numbers have also been significantly reduced. Most significantly, the immigration raids which started in June 2025 appear to have significantly reduced ridership, with some riders fearful of being in public, including riding the Metro bus system.

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) through the second quarter of 2025, 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 service level restoration as ridership began to increase.

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



The most significant restoration of service levels occurred in June 2021, going 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. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023. Operator staffing was 1-2% below full levels in CY2024, which impacted service delivery, but cancellation rates remained below 5% and usually below 2% on weekdays and Saturdays. Full operator staffing was restored in January 2025 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service, and cancellation rates have been minimized to usually less than 1% weekdays and Saturdays and below 2% Sundays during 2025.

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 5% below pre-COVID levels based on 2025 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%), Total travel demand overall remained about 8% below pre-COVID levels in 2023 and 7% below in 2024; in 2025, to date, it is around 5% below. However, patterns by time of day are mixed. AM peak travel volumes had remained well below pre-COVID levels in 2023 and 2024 but have recovered more in 2025. Midday travel volumes exceeded pre-COVID levels in 2023 and preliminary data for 2024 shows them matching pre-COVID midday volumes. Interestingly, midday demand has showed some decline in 2025 to date. 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. However, in

Chart 2: Percentage difference of Total Daily Trips in LA County compared to 2019, 2019-2025 (preliminary results)

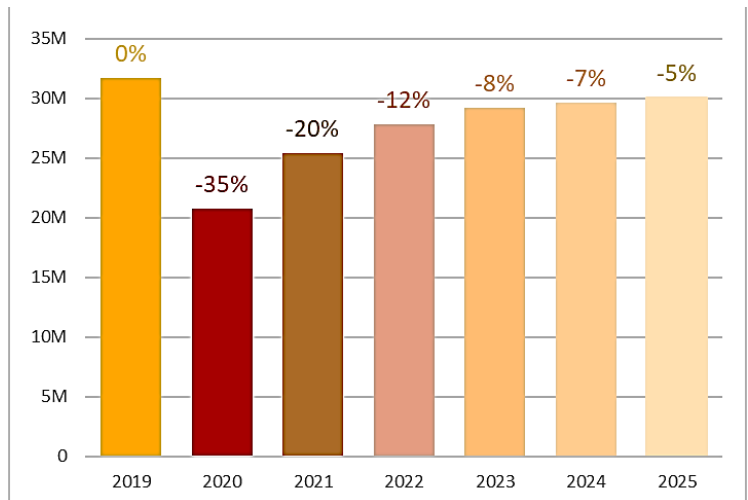
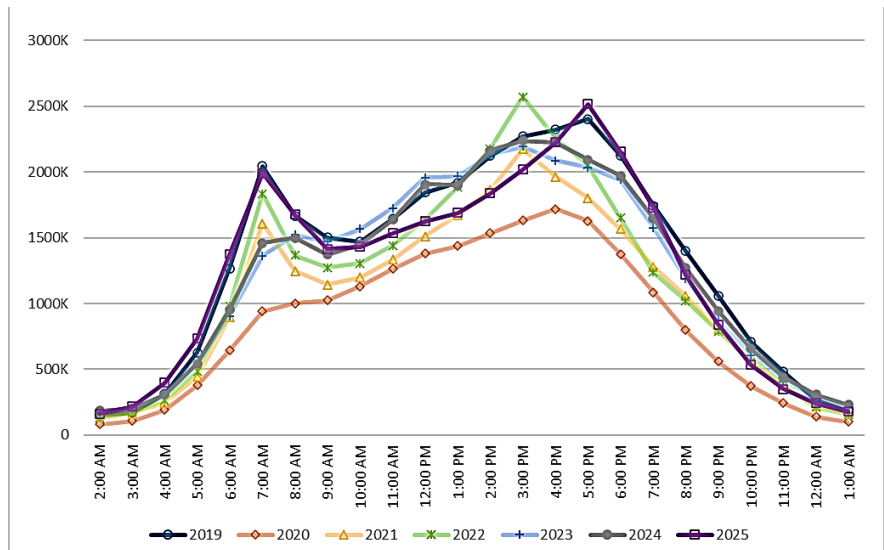


Chart 3: LA County Total Daily Trips By Year and Hour, 2019-2025 (preliminary results)

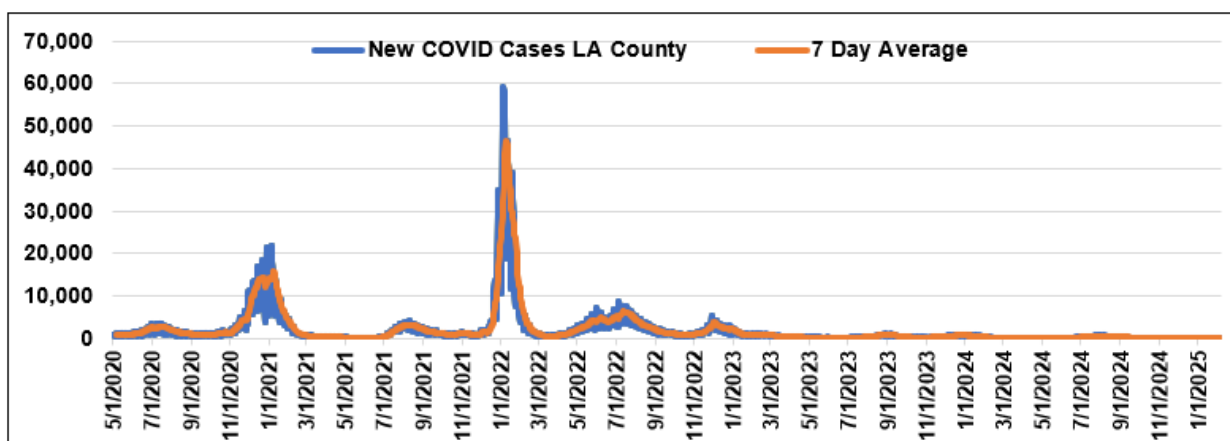


2025, similar to midday, the PM peak showed some decline. Some of this lack of recovery may relate to expanded availability of online services and commerce (midday). Telecommuting (AM and PM peaks) may be continuing but with some decline as more workers return to more days per week in office. These trends will continue to be monitored, especially regarding the impact of immigration raids moving forward, to foster understanding of bus ridership patterns. Research by UCLA suggests changes not just in work commutes but also other travel segments. Evening travel demand is close to or exceeding 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 been reflected in ridership impacts. 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 2024-2025 and the summers of 2023 and 2024. Cases are likely underreported in recent years and are having less impact on overall travel over the last two years as people have adapted to living with COVID. Spikes typically occur around holidays and other events when more people gather in groups. In summary, COVID is considered to now have a minimal impact on ridership, excepting factors such as the post-pandemic increase in telecommuting for many workers and economic impacts this may cause to other worker groups (such as reduced service worker jobs in downtown office areas). COVID case count data ceased being reported in detail in early 2025, so Chart 4 ends in January 2025. Some media reports suggested a local surge in COVID cases occurred in summer 2025 though no official data from LA County is available to validate these reports.

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



Weekday Bus System Ridership

After the initial 70% drop in ridership in March/April 2020 with the COVID-19 pandemic onset, weekday ridership recovery began steadily 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 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 steadily increased 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.

Table 1: Comparison of Average Daily GoPass Boardings by Day Type and Year

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	51,127	26,386	17,670
2025 January to September	52,869	27,666	19,939
Year over Year # Change 2025 vs 2024	+1,742	+1,280	+2,269
Year over Year % Change 2025 vs 2024	3%	5%	13%

Table 2: Comparison of Average Daily LIFE Boardings by Day Type and Year

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	63,860	42,319	29,939
2025 January to September	68,137	44,269	33,274
Year over Year # Change 2025 vs 2024	4,277	1,950	3,335
Year over Year % Change 2025 vs 2024	6.7%	4.6%	11.1%

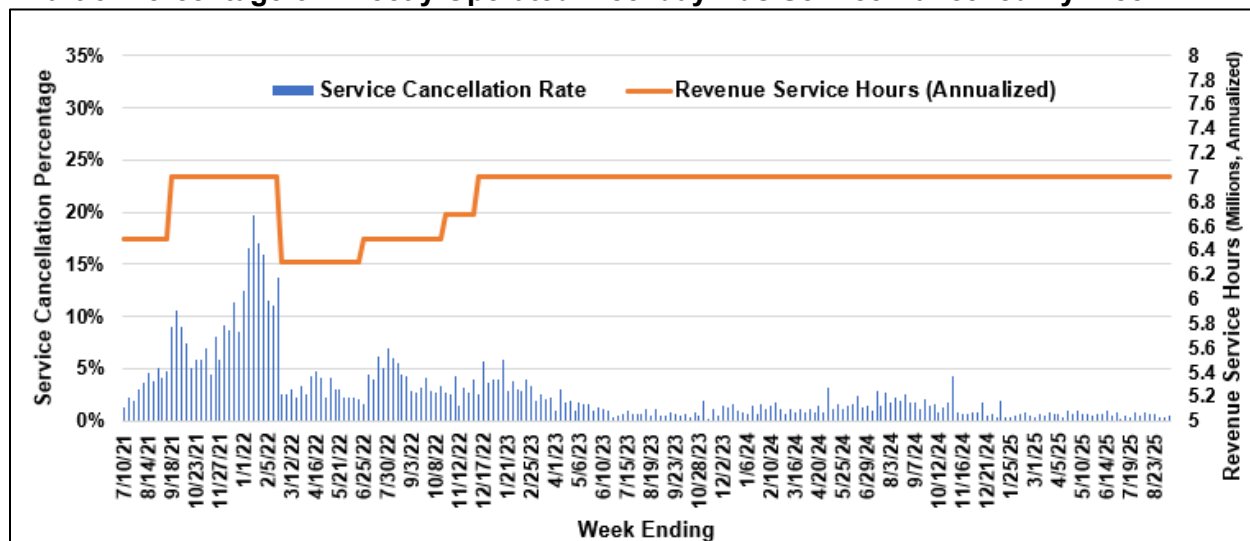
The overall growth in the LIFE Program and GoPass boardings exceeds the overall increase in ridership. However, while some of the growth of these programs is due to new rider participation, much of this growth is from existing riders enrolling in them. As with general ridership, these programs may see a decline in growth due to the impacts

of immigration enforcement.

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.

Complete restoration of bus service by December 2022, combined with more reliable service delivery and continued GoPass and LIFE Program outreach efforts have contributed to much stronger ridership recovery through 2023 and continued through 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership. The overall growth in both LIFE Program and GoPass boardings, particularly for the LIFE Program, includes many existing riders that have converted to become LIFE or GoPass program participants as well as people new to riding Metro.

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

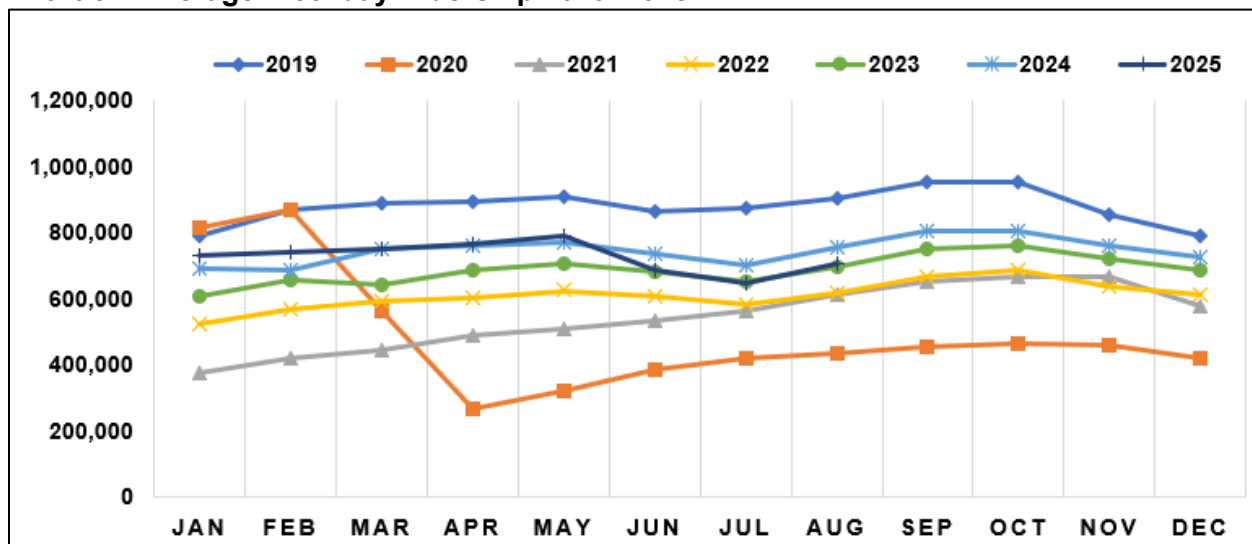


Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued bus operator hiring resulted in improved reliability (fewer service cancellations) through 2023. By August 2023, operator staffing levels were fully restored, though operator needs increased to meet ridership recovery with the December 2023 service change, and operator recruitment challenges (such as low turnout rate to commence training) saw a shortage of around 1-2% in operator numbers during CY2024. New operator class sizes were again increased to reverse this trend; full operator staffing was again restored by January 2025 and has remained at full levels through the first half of 2025. Service cancellation numbers remained lower (generally under 2% weekdays and Saturdays, and 4% Sundays) through CY2024 than they were in the second half of CY2023 and even lower in CY2025 (generally under 1% for weekdays and Saturdays and under 2% for Sundays). 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 showed strong growth through 2023 and 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 84.1% for Q2 CY2025, a slight decrease from 85.1% in Q2 CY2024. In October 2024, weekday ridership set a post-COVID record of 804,963. In Q2, the highest average weekday ridership was recorded in May 2025 at 791,214; however, the months of June 2025 (Q2), and July and August 2025 (Q3) have seen reductions in average weekday ridership over the same months of 2024. These reductions are the first year over year declines in over 2.5 years. The June decline resulted in the recovery rate for Q2 overall declining to 84.1% compared to 85.1% for Q2 CY2024. These declines coincide with immigration raids occurring in LA County, resulting in fear for many people about being in public, including riding Metro buses.

Chart 6 – Average Weekday Ridership 2019–2025



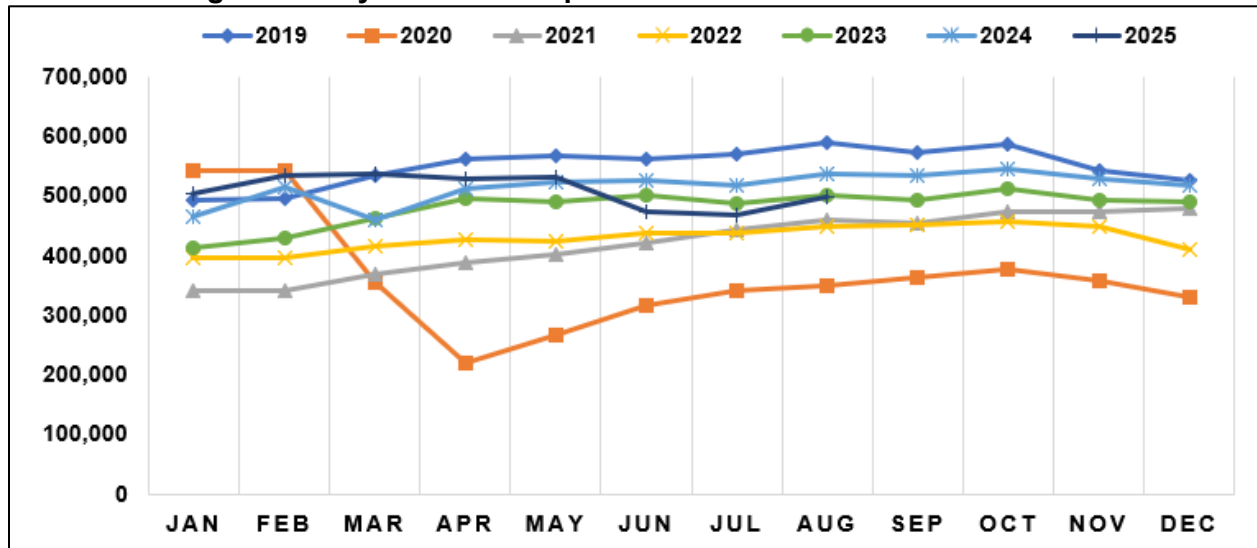
Saturday Bus System Ridership

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. Saturday service reliability was also an issue in 2022 due to the operator shortage and resulting service cancellations and improved with restoration of full service in December 2022 which, together with more operator hiring, improved service in 2023 with gains in ridership seen since then.

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. In Q2 CY2024, Saturday bus ridership was 92.4% of pre-COVID levels; that recovery declined slightly to 90.9% for Q2 CY2025. Saturday has a post-pandemic average ridership record of 545,208 in October 2024, with the highest monthly average Saturday ridership in Q1 CY2025 being 537,710 in March 2025 and the highest in Q2 CY2025 was 531,200 in May 2025.

However, like weekdays, the months of June, July, and August 2025 showed average Saturday ridership at or below 2023 levels, a significant decline compared to 2024. These declines are believed to be the result of immigration raids occurring in LA County. Weekend ridership can vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekdays, with various events and weather impacts occurring each quarter.

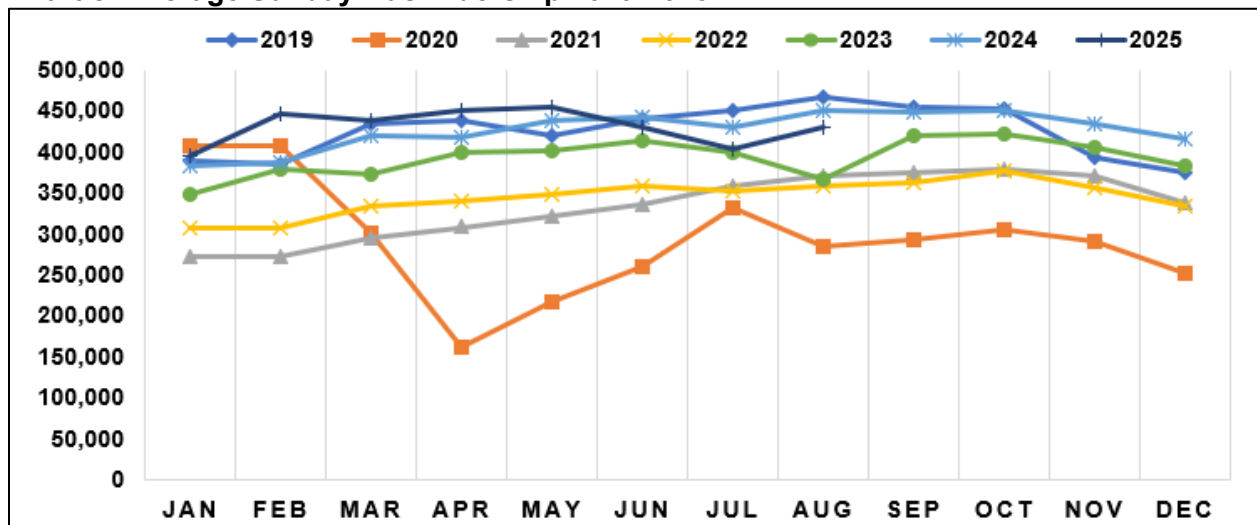
Chart 7: Average Saturday Bus Ridership 2019–2025



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 as depicted in Chart 8.

Chart 8: Average Sunday Bus Ridership 2019-2025



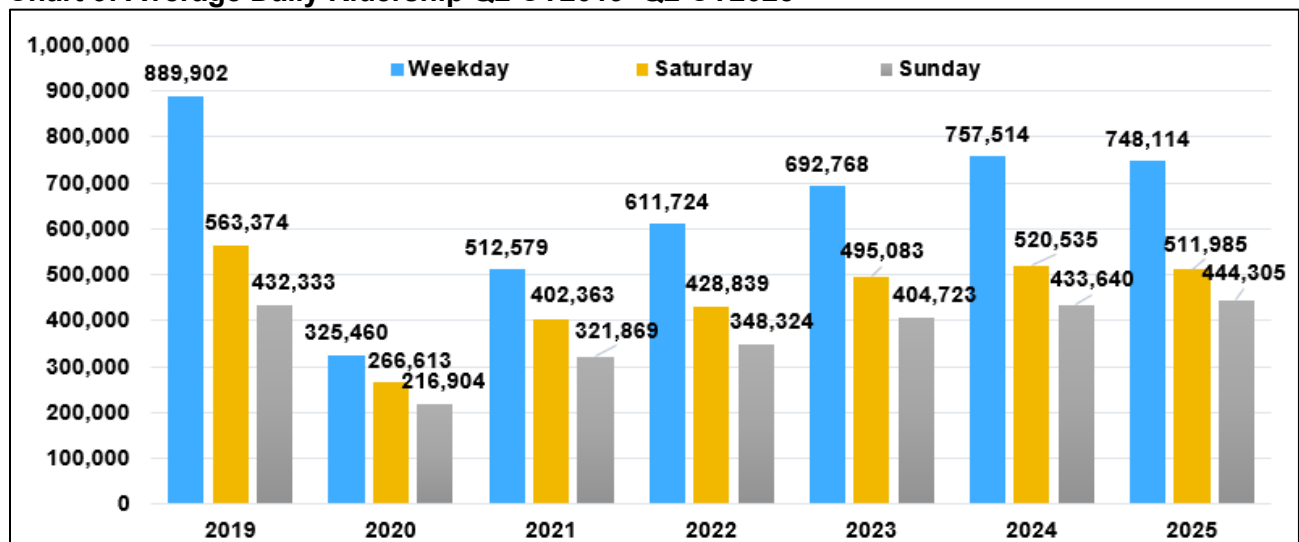
By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with

the highest levels of cancellations due to the bus operator shortage in 2022. Growth continued for the first half of 2023, 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 storm event on Sunday August 20, 2023. As of Q2 CY2024, Sunday bus ridership recovery was 100.3%; this further increased to 102.8% in Q2 CY2025. Sunday set a post-pandemic average ridership record in May 2025 at 454,686 which was also the highest average Sunday monthly ridership in Q2 CY2025. While June, July, and August 2025 Sunday average ridership all showed declines, the Sunday Q2 result overall still managed to show an increase overall from Q2 CY2024, unlike weekday and Saturday. This can be attributed to the particularly high average Sunday ridership seen in both April and May 2025. Overall, Sunday ridership recovery improved from 100.3% to 102.8% between Q2 CY2024 and Q2 CY2025.

Current Ridership

After an initial very large increase of 187,000 average weekday rides in Q2 CY2021 over Q2 CY2020 from the low point of pandemic ridership in 2020, there were further though slowing increases of 99,000 average weekday rides between both Q2 CY2021 and Q2 CY2022, of 81,000 between Q2 CY2022 to Q2 CY2023, and a further increase of 65,000 between Q2 CY2023 and Q2 CY2024. However, Q2 2025 versus Q2 CY2024 saw a small decrease of 9,000. While growth continued (though slowed) up to Q2 CY2024, the Q2 CY2025 decline in ridership recovery appears to be the result of a 6.6% decline in average ridership in June 2025 over 2024 (even with 0.4% and 2.4% increases in April and May 2025 respectively); this is believed to be a result of immigration raids in LA County making some fearful of being in public, including riding the Metro bus system. This is an unfortunate interruption to over two years of continuous increases in ridership recovery. This impact appears to have continued in July and August 2025 (declines of 7.9% and 6.8% respectively over the same months of 2024). It will be critical to understand what conditions will need to be present to restore the confidence of people to return to riding the Metro bus system.

Chart 9: Average Daily Ridership Q2 CY2019–Q2 CY2025



On Saturdays, Q2 CY2020 to Q2 CY2021 saw an increase of 136,000 in average Saturday rides with subsequent year over year increases of 26,000 (Q2 CY2022 over Q2 CY2023), then 66,000 (Q2 CY2023 over Q2 CY2022), and 25,000 (Q2 CY2024 over Q2 CY2023). However, the most recent average Saturday rides for Q2 CY2025 was 9,000 lower than Q2 CY2024, the first post-pandemic period Saturday decline. Saturday ridership saw a similar decline as weekday, with a decline of 10.2% in June 2025 over June 2024, in contrast with April and May 2025 which saw increases of 0.4% and 2.4% respectively over the same months of 2024. Again, this appears to have been impacts of immigration raids that began in June, with declines of 9.7% and 6.8% seen for average Saturday ridership in July and August 2025 over those months of 2024.

Q2 CY2020 to Q2 CY2021 saw a large increase in average Sunday rides of around 105,000 with a subsequent smaller year over year increases of around 26,000 (Q2 CY2022 over Q2 CY2021), a robust 56,000 increase (Q2 CY2023 over Q2 CY2022), and a smaller 29,000 increase (Q2 CY2024 over Q2 CY2023). The average Sunday ridership for Q2 CY2025 increased over 10,600 from Q2 CY2024, unlike weekday and Saturday. April and May 2025 Sunday ridership had the increases of 7.7% and 3.8% respectively for over the same months of 2024. However, there was a decline of 2.9% for June 2025 over June 2024 average Sunday ridership. Again, this June 2025 decline appears to have been related to fear resulting from immigration raids, with even larger declines of 6.3% and 4.5% seen in July and August 2025.

Weekend sample sizes are smaller and special events can have larger impacts for Saturday and Sunday data, but overall recovery appeared to continue until June 2025 when immigration raid impacts began. Based on Q2 CY2025 ridership data, it is likely too soon to declare new normal for either Saturday or Sunday ridership as recovery was still continuing on both day types until June 2025. Q2 CY2025 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 ridership recovery seen in 2023 through 2025. There were much more substantial gains in 2023 but growth has continued for all three day types (weekday, Saturday, and Sunday). Now the challenge will be restoring confidence in people being in public including being on the Metro bus system.

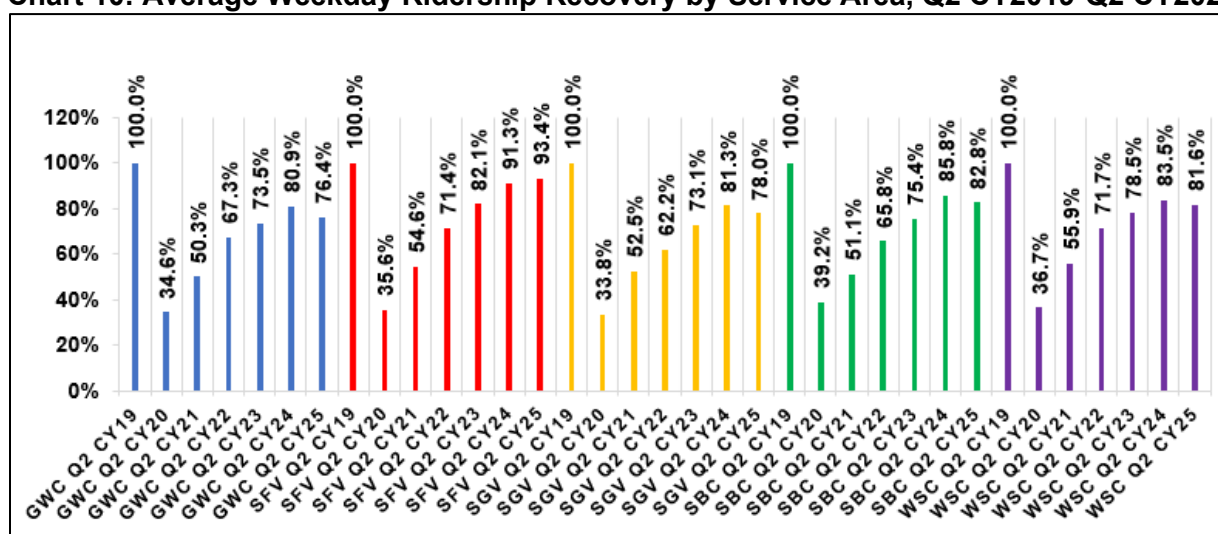
Bus System Ridership by Service Area

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 Q2 of each year post-pandemic in each of the five Metro Council areas after the large decline in 2020, until 2025, where declines were seen compared to Q2 CY2024 for weekday, Saturday, and Sunday for four out of the five Service Council areas. Declines were particularly pronounced in the Gateway Cities, and only San Fernando Valley service area still showing increases for weekday, Saturday, and Sunday.

Comparing ridership recovery for Q2 CY2025 to Q2 CY2024, the San Fernando Valley shows the most weekday ridership recovery at 93.4% (up from 91.3%). The other four service areas all showed declines which varied between 82.8% (down from 85.8%) for the South Bay Cities, 81.6% (down from 83.5%) for Westside Central service area, 76.4% (down from 80.9%) for Gateway Cities service area (the most impacted service area), and 78.0% (down from 81.3%) for the San Gabriel Valley service area.

Four of the five areas decreased their average weekday ridership compared to Q2 CY2024: only San Fernando Valley increased by +2.3%, with declines of -2.3% for Westside Central, -5.6% for Gateway Cities, -3.5% for South Bay Cities, and -4.1% in San Gabriel Valley (this area impacted in part due to bus lines transferred to Pasadena Transit).

Chart 10: Average Weekday Ridership Recovery by Service Area, Q2 CY2019-Q2 CY2025



Historically, San Fernando Valley transit lines had less frequent off-peak service. The NextGen service improvements to San Fernando Valley local lines invested revenue service hours to improve 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 gained improved weekday midday frequencies through NextGen Bus Plan implementation. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing

positively to the ridership recovery continuing even in the difficult Q2 CY2025 where declines were seen in the other four service areas. However, as listed below, all areas had service improvements as listed below, though they were unable to compensate for the declines in ridership resulting from immigration raids of starting in June 2025.

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

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

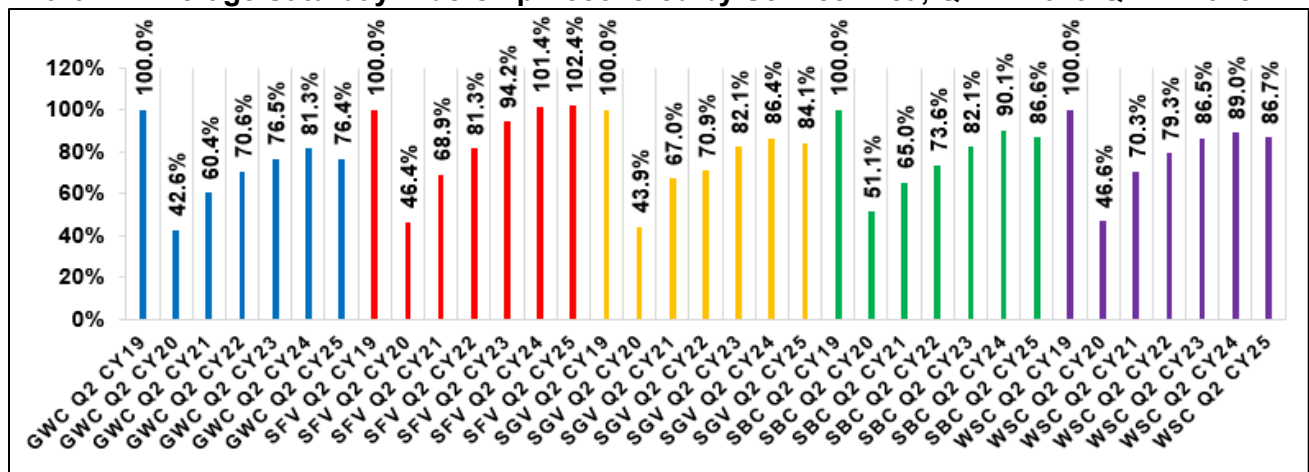
- Tier 1: five local lines had frequency improvements:
 - Line 53 increased from every 15 to every 10 minutes midday
 - Line 60 increased from every 18 to every 10 minutes midday
 - Line 105 increased from every 18-20 to every 10 minutes peak and midday
 - Line 108 increased from every 10 to every 7.5 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 service
 - 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 and as of December 2024 Lines 177 (Pasadena – Jet Propulsion Laboratory) and 256 (Highland Park – Pasadena) transferred to Pasadena Transit (this last change fully impacting Q2 CY2025 ridership as discussed above)

Chart 11: Average Saturday Ridership Recovered by Service Area, Q2 CY2019-Q2 CY2025



As with weekday, Saturday ridership recovery improved between Q2 CY2019 and Q2 CY2025 in only the San Fernando Valley service area (102.4%, up from 101.4% in Q2 CY2024), which continued to exceed pre-pandemic ridership. The other four areas showed declined recovery rates over Q2 CY2024. On the lower end was Gateway

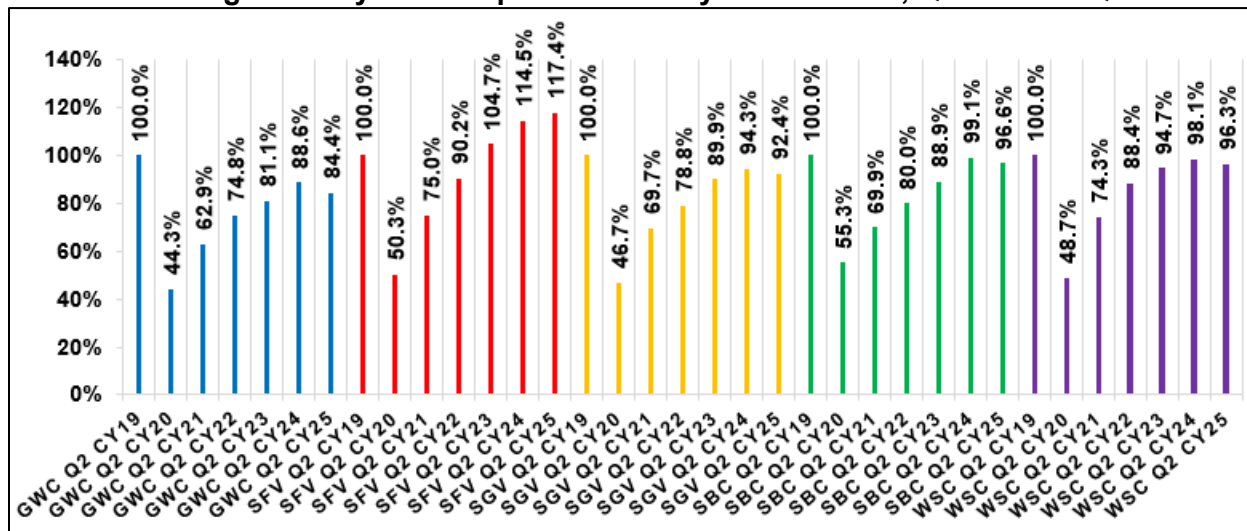
Cities at 76.4% (down from 81.3%), with Westside Central (down to 86.7% from 89.0%), San Gabriel Valley (down to 84.1% from 86.4%) and South Bay Cities (down to 86.6% from 90.1%) in Q2 CY2024. The percentage of Saturday ridership recovery by area is shown in Chart 11. Again, these Q2 declines all appear to result from ridership declines in June 2025 following increases in April and May 2025. Overall when comparing average Saturday ridership between Q2 CY2025 and Q2 CY2024, only San Fernando Valley saw an increase (+1.0%), with the other four areas showing declines ranging from Westside Central and San Gabriel Valley both at –2.7%, South Bay Cities at –3.8% and again the largest decline was for Gateway Cities at –6.1% on Saturday.

San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant and appear to have helped this service area continue to grow ridership even in the difficult Q2 CY2025:

- 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.

Chart 12: Average Sunday Ridership Recovered by Service Area, Q2 CY2019–Q2 CY2025



Sunday ridership recovery by area displayed in Chart 12, as with weekday and Saturday, shows recovery in only the San Fernando Valley, with declines across all four

other areas between Q2 CY2024 and Q2 CY2025, after gains in all areas between CY2022 and Q2 CY2024. As with weekdays and Saturdays, the San Fernando Valley was the only area to improve ridership recovery and has continued to exceed its pre-COVID 2019 ridership (117.4%, up from 114.5% recovered in Q2 CY2024). The other four service areas showed declines compared to Q2 CY 2024 as follows:

- Gateway Cities: 84.4% (down from 88.6%), most impacted area.
- San Gabriel Valley 92.4% (down from 94.3%)
- South Bay Cities 99.6% (down from 99.1%) after almost reaching 100.0%.
- Westside Central 96.3% (down from 98.1%), after almost reaching 100.0%

Average Sunday ridership increased only in San Fernando Valley (+2.6%). Declines occurred in the other four service areas: San Gabriel Valley (-2.0%), Gateway Cities (-4.8%), Westside Central (-1.9%), and South Bay Cities (-2.5%) compared to Q2 CY2024.

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones, but were still significant and likely helped support ridership growth continuing in Q2 CY2025 in this service area:

- 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 have likely combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve further ridership recovery in this area.

Though the other four service areas also received NextGen service improvements as listed below, they showed ridership declines.

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 improvements consisted of:
 - 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 improved:
 - 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: Four lines had frequency improved:
 - 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: Changes were made to four lines:
 - 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.

Table 3: Change in Average Daily Ridership by Service Area: Q2 CY2025 versus Q2 CY2024

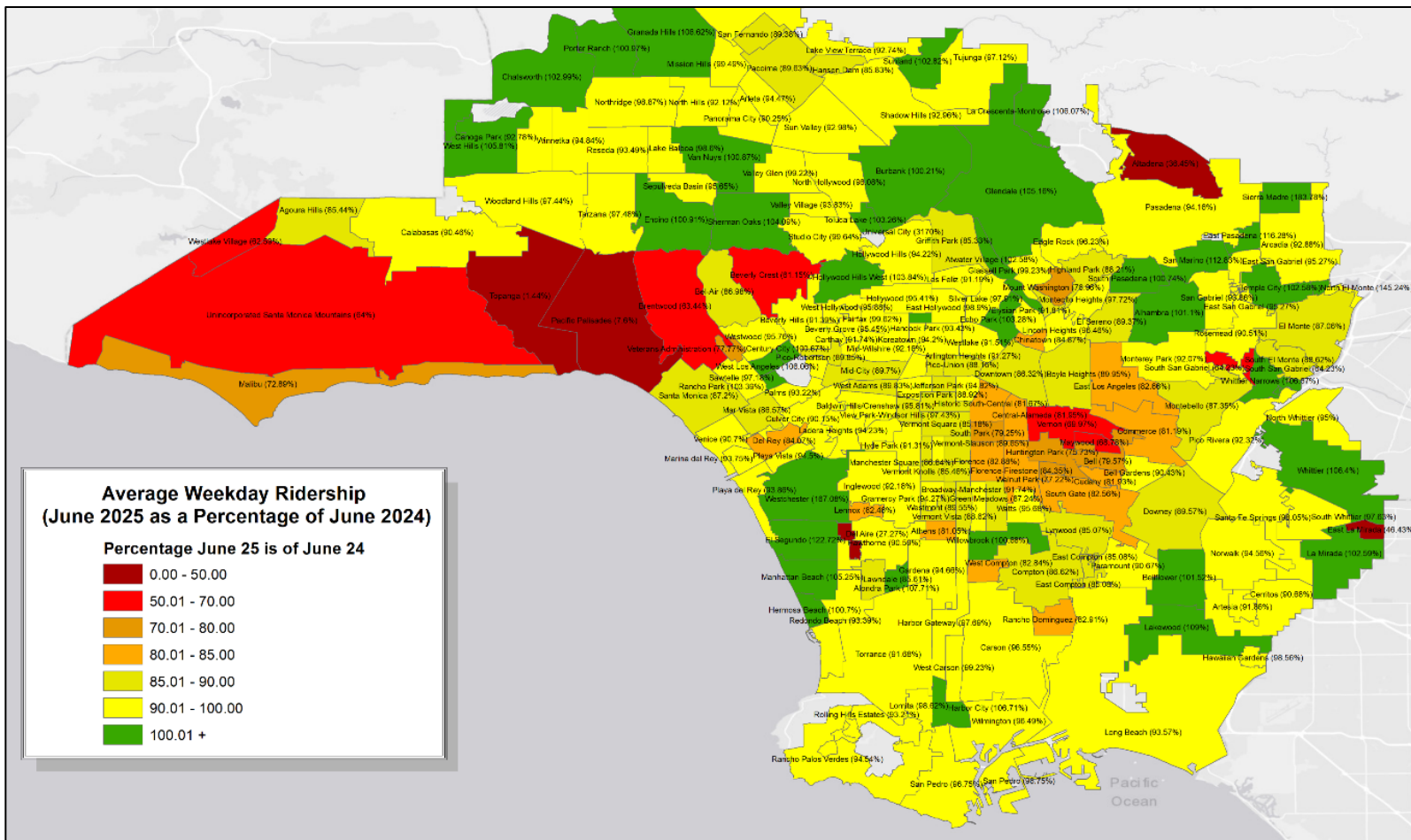
Service Area	Weekday	Saturday	Sunday
Gateway Cities	-5.6%	-6.1%	-4.8%
San Fernando Valley	2.3%	1.0%	2.6%
San Gabriel Valley	-4.1%	-2.7%	-2.0%
South Bay Cities	-3.5%	-3.8%	-2.5%
Westside Central	-2.3%	-2.7%	-1.9%

In reviewing overall Q2 CY2025 versus Q2 CY2024 recovery rates, there was only ridership growth in San Fernando Valley, with declines in all four other service areas for all day types, with especially pronounced declines in Gateway Cities service area, which coincidentally is where some of the most higher profile immigration raids were occurring. It will be critical to see an end to such immigration actions that are keeping people away from public spaces, including the Metro bus system.

Map 1 shows a comparison of average weekday ridership for June 2025 as a percentage of June 2024 ridership, illustrating, by LA City neighborhood and other LA County cities, the level

of ridership decline. Noticeably, larger declines are seen in the areas impacted by the January 2025 fires, and in parts of the southeast LA region where immigration enforcement were most common.

Map 1: June 2025 Average Weekday Ridership as a Percentage of June 2024 Average Weekday Ridership



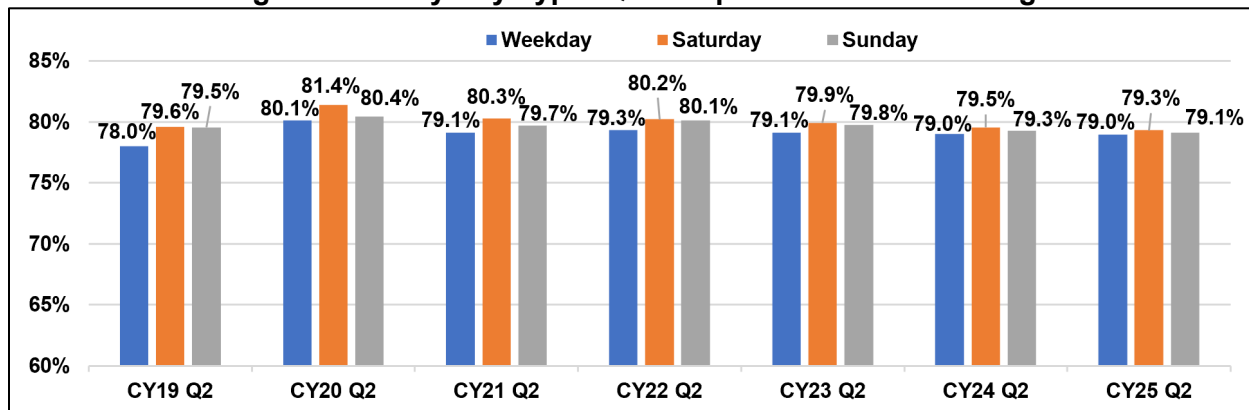
Bus System Ridership of Equity Focus Communities (EFC)

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 Q2 CY2019 (pre-NextGen and pandemic) through Q2 CY2025.

The proportion of boardings occurring in EFCs increased in Q2 CY2021 by 1.6% weekdays, 1.2% Saturdays, and 0.8% Sundays as was expected in the early, most impactful year of the COVID-19 pandemic as those with limited other options were still traveling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1.0% higher, but Saturday -0.3% lower and Sunday -0.4% in Q2 CY2025 compared to the pre-pandemic share of boardings in Q2 CY2019. This suggests two factors: 1) that the NextGen changes have

benefited EFCs particularly during weekdays where transit is critical to access jobs, services, and opportunities, more than in other areas; and 2) that weekdays may be experiencing a more recent recovery in transit trips in non-EFC areas which had been more impacted by telecommuting by Federal government and other office workers to places such as downtown LA, but have declined slightly, likely due to impacts to ridership from immigration raids first seen in June 2025.

Chart 13: Boardings in EFCs by Day Type: Q2 Comparison CY2019 through CY2025



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. However, immigration raids may have disproportionately negative impacts in EFCs where some who may be more reliant on transit may have immigration status concerns that are keeping them off the system.

Lines serving Equity Focus Communities with the strongest ridership recovery (over 100% recovered weekdays and weekends) include:

- Line 66: W 8th St and E Olympic Bl in East LA
- Line 204: Vermont Av Local
- Line 605: Boyle Heights Shuttle

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 lower on lines serving Downtown LA, which have likely seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (e.g., Broadway Line 45, Avalon Bl Line 51 in South LA, W Olympic Bl Line 28, and Pico Bl Line 30 serving the inner Westside).

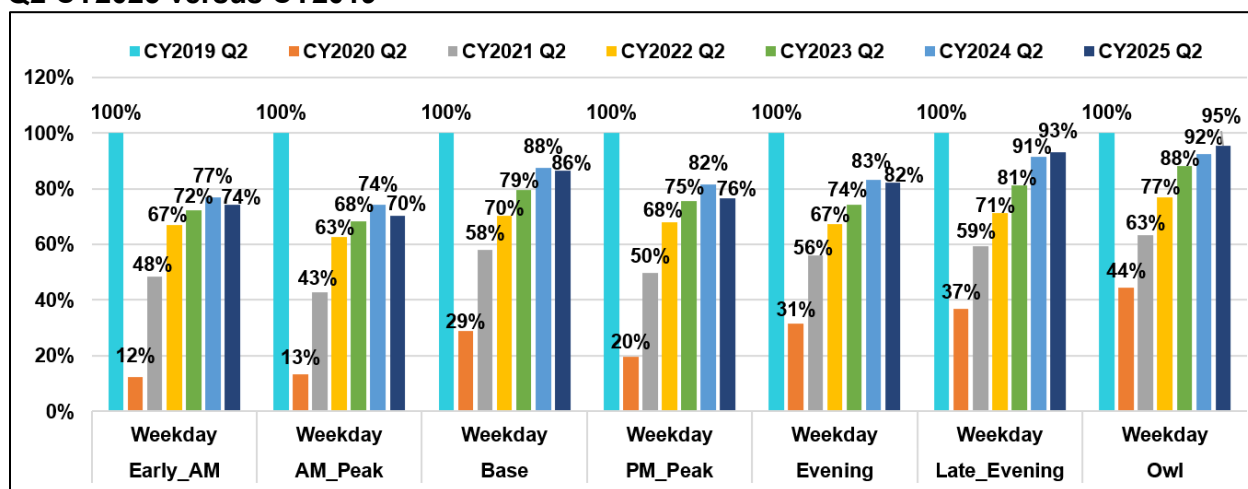
Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts, particularly as employers increasingly require a return to in-office work, which should increase transit ridership by some office workers.

This includes changes being implemented for federal government workers in March 2025, requiring full-time office attendance (any impacts would be seen in Q2 CY2025), and California state government employees who will need to attend their office four days per week starting in July 2026 (any impacts would be seen in Q3 CY2026). However, the impact of immigration enforcement in reducing ridership since June 2025 remains at the time of the compiling of this report a key issue to be overcome to allow ridership growth to be restored.

Average Ridership by Time of Day

Weekday ridership by time period for Q2 CY2020 through CY2025 compared to Q2 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2021 Q2 (12% and 13% of pre-COVID ridership respectively) and consistently the lowest recovery rates through Q2 CY2025 (74% and 70% respectively). These are the time periods most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers. This has persisted in 2023 through 2025, though impacts may be seen from federal workers returning to the office more frequently later in 2025, though federal workforce has declined. Students who studied from home during the early years of the pandemic have mostly returned to school and college campuses.

Chart 14: Weekday Ridership Recovery Percentage by Time Period: Q2 CY2020 through Q2 CY2025 versus CY2019



PM peak was slightly more resilient than AM peak, with a decline to 20% of pre-COVID ridership in Q2 CY2020, and has recovered to 76% as of Q2 CY2025. Evening ridership declined to 31% of pre-COVID ridership in Q2 CY2020 and had recovered slightly better than PM peak at 82% by Q2 CY2025. The base (midday), late evening, and Owl periods had slightly less decline in Q2 CY2020, at 29%, 37%, and 44% respectively of pre-COVID ridership, with these periods showing the greatest recovery rates in Q2 CY2025 at 86%, 93%, and 95%. The base (midday) period's recovery can likely be attributed to the NextGen Bus Plan investment in midday bus service frequencies, recognizing the high volumes of travel overall for work and other purposes occurring in that time period. The late evening and Owl periods have typically been a more transit dependent ridership compared to other times of day and these were the only two periods to continue to improve ridership recovery over Q2 CY2024 levels. All other time

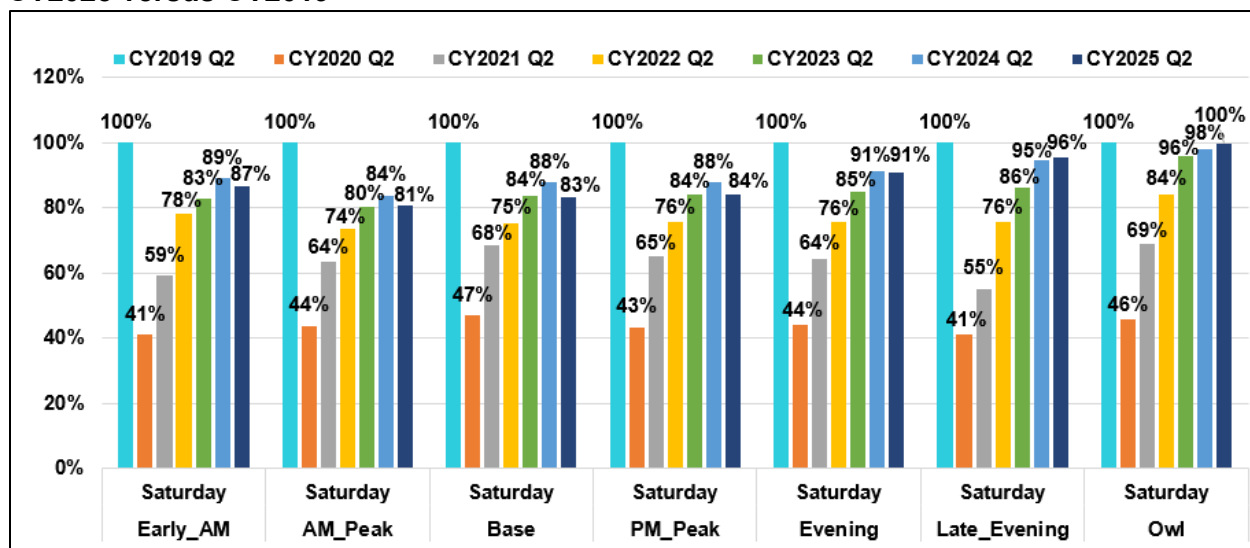
periods weekdays saw recovery rates decline, with most significant drops in AM and PM peaks Again, these declines are likely due to immigration raids that have resulted in ridership declines beginning in June 2025.

Table 4: Weekday Ridership Percentage By Time Period Compared to Height of COVID (Q2 CY2020) Ridership Decrease

Time Period	CY2020 Q2	CY2025 Q2
Early AM (4 a.m.-6 a.m.)	12%	74%
AM Peak (6 a.m.-9 a.m.)	13%	70%
Base (9 a.m.-3 p.m.)	29%	86%
PM Peak (3 p.m.-6 p.m.)	20%	76%
Evening (6 p.m.-9 p.m.)	31%	82%
Late Evening (9 p.m.-12 a.m.)	37%	93%
Owl (12 a.m.-4 a.m.)	44%	95%

Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q2 CY2020 and Q2 CY2025; Chart 14 compares the weekday ridership recovery by time period for Q2 from calendar years 2020 and CY2025. Q2 CY2020 was the most impacted quarter for COVID as the pandemic began impacting in the second half of March 2020 and recovery began as early as Q3 CY2020.

Chart 15: Q2 Saturday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019



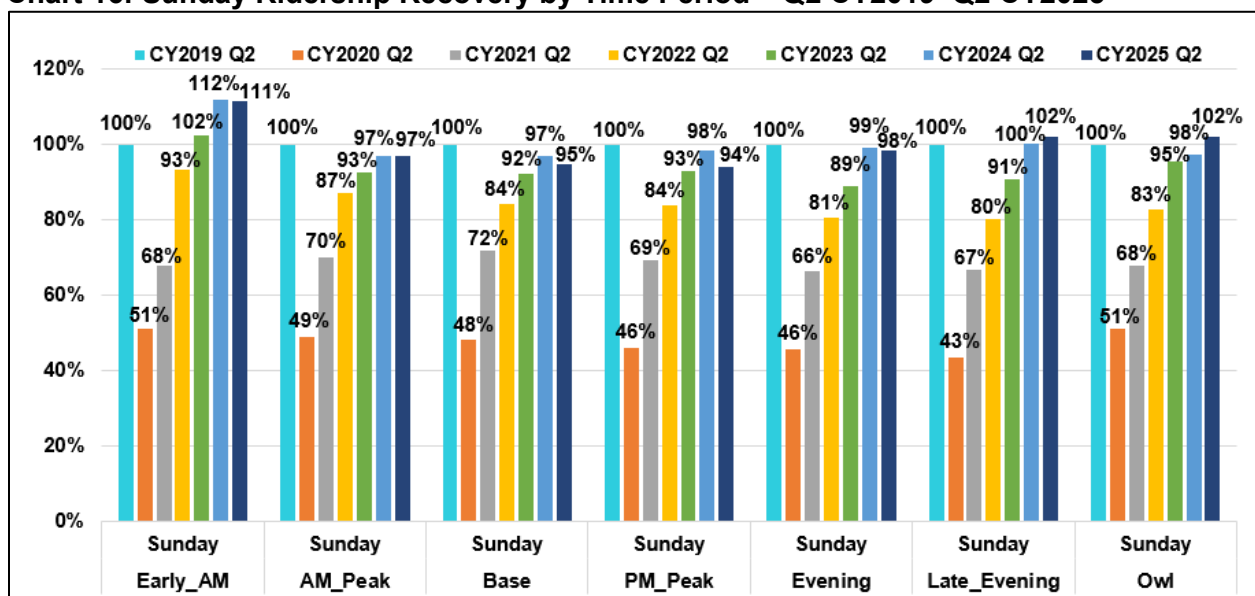
Q2 CY2020 Saturday ridership declined to 41-47% of Q2 CY2019 ridership when examined by time period. Largest declines were in early AM, AM peak, PM peak, evening, and late evening, (to 41%, 44%, 43%, 44%, 41% respectively) and slightly lower declines were for the base and Owl periods which declined to 47% and 46% respectively in Q2 CY2020 compared to Q2 CY2019 (pre-COVID). The most recovered

time periods Saturday as of Q2 CY2025 are the early AM, evening, late evening and Owl periods which showed recovery rates of 87%, 91%, 96%, and 100% respectively, suggesting more riders reliant on transit continue to use services during these time periods, with the highest recovery in the late evening and Owl periods. While the Saturday daytime periods (AM peak, base, and PM peak) may also previously have been seeing increased usage for leisure trips, they now saw less recovery as of Q2 CY2025 compared to Q2 CY2024, varying between 81% and 84%; the early AM period also saw a decline. This is likely due to the impact of immigration raids just as was seen on weekdays.

Sunday ridership was the most resilient of all day types in Q2 CY2020. Late evenings showed the largest drop to 43% of Q2 CY2019 pre-pandemic ridership. AM peak, base, PM peak, and evening were the next most impacted periods (49%, 48%, 46%, and 46% of Q2 CY2019 ridership, respectively), with early AM and Owl periods the least impacted (both 51%), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services as well as likely some Sunday morning religious services.

By Q2 CY2025, the largest ridership recovery on Sunday was during the early AM at 111%, similar to the result for this time period in Q2 CY2024 at 112%. All other time periods showed high recovery rates between 94% and 98% for AM peak, base, PM peak and evening, with these showing declines compared to Q2 CY2024 except AM peak which was stable. Late evening and Owl periods both showed increased recovery to 102%. These overall results suggest the highest transit dependance on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays, even with the impact of immigration raids. Sunday was the only day where overall ridership recovery in Q2 CY2025 improved over Q2 CY2024 due to strong growth in April and May 2025, even with a decline in June 2025.

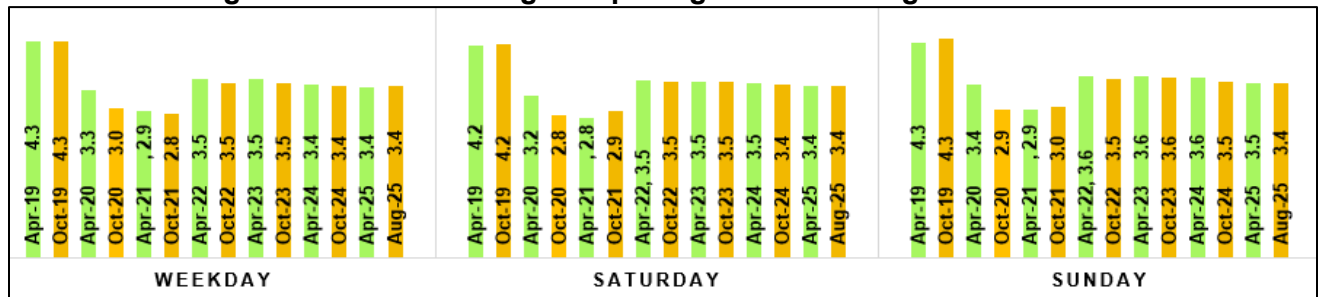
Chart 16: Sunday Ridership Recovery by Time Period – Q2 CY2019–Q2 CY2025



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 so far in CY2025. 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 increased, though not back to 2019 levels.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2025



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 2025. All three day-types showed a 3.4-mile average passenger trip length, even with the impact of immigration raids.

Ridership by Line and Line Group

Ridership was assessed based on individual lines, and 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 81 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.

Referring to Q2 CY2019 as a pre-COVID baseline, the overall system ridership recovery rate in Q2 CY2025 compared to Q2 CY2024 was 84.1% for weekday (down from 85.1%), 90.9% for Saturday (down from 92.4%), and 102.8% for Sunday (up from 100.3%),. Only Sunday had an improved recovery rate in Q2 CY2025 over Q2 CY2024 and remained above 100% recovered.

There were 19 weekday lines/line groups (down from 28 in Q1 CY2025 but up slightly from 18 in Q2 CY2024), 32 Saturday lines/line groups (a big decline from 50 in Q1 CY2025 but an increase over 24 in Q2 CY2024), and 44 Sunday lines/line groups (down from 50 in Q1 CY2025, but up from 40 in the same quarter Q2 CY2024) exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2025. The number of lines below 80.0% increased slightly to 26 in Q2 from 23 lines weekdays in Q1, also increasing from 9 to 16 lines Saturday, and increasing to 9 lines from 7 lines Sunday compared to last quarter. This is most likely the result of the ridership decline in June 2024 resulting from immigration raids. Table 5 shows the number of lines/line groups for

weekday, Saturday, and Sunday at various levels of ridership recovery as of Q2 CY2025 compared to Q2 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

Table 5: Ridership Recovery Distribution, Q2 CY2025 versus Q2 CY2019

Average % Ridership Recovery Q2 CY2025 versus Q2 CY2019	No. Weekday Lines/Line Groups	No. Saturday Lines/ Line Groups	No. Sunday Lines/Line Groups
>= 140.0%	0	4	7
130.0 – 139.9%	0	1	6
120.0 – 129.9%	1	3	9
110.0 – 119.9%	9	7	4
100.0 – 109.9%	9	17	18
90.0 - 99.9%	16	13	15
80.0 - 89.9%	20	14	6
70.0 - 79.9%	12	5	5
60.0 - 69.9%	6	8	2
50.0 - 59.9%	3	1	1
40.0 - 49.0%	3	1	0
30.0 - 39.9%	0	1	1
20.0 – 29.9%	2	0	0
Total Lines/Line Groups	81	75	74

The higher 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 almost half 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, even with declines in weekday and Saturday recovery in Q2 CY2025 versus Q2 CY2024:

Table 6: Line Recovery by Tier and Day Type

Number of Lines with Above Average Recovery in Q2 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	15 (18.5%)	16(21.3%)	12 (16.2%)
Tier 2	14 (17.2%)	13 (17.3%)	13 (17.5%)
Tier 3	9 (11.1%)	11 (14.6%)	9 (12.1%)
Tier 4	4 (4.9%)	5 (6.6%)	4 (5.4%)
Total	42 (51.8%)	45 (60%)	38 (51.3%)

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. However, ridership decline in June 2025 has impacted the recovery of line level ridership which is discussed below.

Service Reliability

Q2 CY2025 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q2 CY2019. This was achieved by hiring a significant number of new bus operators in 2022 through 2025 to address the bus operator shortage. As of Q2 CY2025, bus operator numbers were at or above the full requirement of 20% extra board after reaching full operator staffing as of January 2025.

The slight decline in bus operator staffing in CY2024 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 was achieved in January 2025. Moving forward, service cancellations should not be a major factor hampering further ridership recovery if the required number of operators continues to be maintained. Cancellation rates have been below 1.0% consistently for weekday and Saturday in 2025, with Sunday also improved to consistently below 2.0% cancellations.

Service Frequency

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2).

- The high number of Tier 1 and Tier 2 lines with above average (>84.1%) recovery weekdays (15 Tier 1, 14 Tier 2 lines/line groups) more than double the number of less frequent lines/line groups (9 Tier 3 lines; 4 Tier 4 lines) with above average ridership recovery, which suggests that the improved Tier 1 and 2 line 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 90.9% recovered with a mix of 16-Tier 1, 13-Tier 2, 11-Tier 3, and 5-Tier 4 lines/line groups, so nearly twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.
- Sunday lines that were over the system average 102.8% recovered were a mix of 12-Tier 1, 13-Tier 2, 9-Tier 3, and 4-Tier 4 lines/line groups, so like Saturday just under twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.

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 in Q2 CY2025 included a high of 116.2% for Line 66 serving E Olympic/W 8th St. This line also had stronger recovery this quarter on Saturdays at 103.3%, and Sundays at 134.4% ridership.

Twelve (down from 14 last quarter) other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local (Line 204): 108.8% weekday, 118.4% Saturday, 114.0% Sunday
- Sepulveda/Van Nuys group (based on Lines 233, 234, 761): 101.3% weekday, 114.6% Saturday, 131.0% Sunday
- Slauson Av (Line 108): 100.4% weekday, 101.7% Saturday, 120.4% Sunday
- Central Av (Line 53): 98.9% weekday, 99.4% Saturday, 122.7% Sunday
- 3rd St (Line 16, includes Line 617 Beverly Hills Shuttle): 96.6% weekday, 100.9% Saturday, 108.0% Sunday
- Florence Av (Line 111): 96.1% weekday, 91.8% Saturday, 96.7% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 95.6% weekdays, 113.0% Saturday, 120.3% Sunday
- Santa Monica Bl (Line 4): 94.4% weekday, 102.2% Saturday, 107.3% Sunday
- J Line El Monte – Harbor Gateway/San Pedro (Line 910/950): 94.0% weekday, 122.2% Saturday, 129.4% Sunday
- Soto St (Line 251): 93.42% weekday, 97.9% Saturday, 108.012.5% Sunday
- Venice Bl (Line 33): 90.8% weekday, 100.4% Saturday, 99.3104.9% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 90.7% weekdays, 98.2% Saturday, 105.95% 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. In addition to high frequencies offered on both peak and midday weekdays, improved access is assisting the recovery of some of these lines such as:

- Line 66 serves Commerce Center and is 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 Bl 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 Bl Line 33

An additional 2 NextGen Tier 1 lines or line groups were below 90.0% recovery but above the system average 84.1% recovery rate for weekdays:

- Western Av (Line 207): 89.5% weekdays, 99.5% Saturday, 106.3% Sunday.
- Vernon/La Cienega (Line 105): 85.1% weekdays, 85.3% Saturday, 100.4% Sunday.

An additional 14 NextGen Tier 1 lines or line groups were below the system average 84.1% recovery rate for weekday:

- Hollywood/Fairfax – Pasadena group (Lines 180, 217) at 83.9% weekdays, 104.5% Saturday, 105.3% Sunday with these two lines sharing much alignment between Hollywood/Vine and Glendale.
- Hawthorne BI/MLK BI (Line 40) at 82.8% weekdays, 84.4% Saturday, 93.0% Sunday. This line focuses on downtown LA and some Crenshaw BI ridership may have moved to the K Line.
- Garvey/Cesar Chavez (Line 70 group) at 81.8% weekdays, 95.8% Saturday, 101.3% Sunday. This line group is heavily focused on downtown LA, and some coverage has moved to other lines in City Terrace.
- Line 2 on Sunset merged with Line 200 on Alvarado: 81.1% weekdays, 86.8% Saturday, 96.9% 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.
- La Brea Av (Line 212) at 81.1% weekdays, 84.3% Saturday, 99.3% Sunday). This line includes a segment of new bus lanes on La Brea Av, but was shortened in the NextGen Bus Plans so it no longer serves Hollywood BI between Hollywood/Highland and Hollywood/Vine to avoid duplication of other bus and rail lines.
- Wilshire BI/Whitter BI group based on Lines 18, 20, 720 at 80.7% weekdays, 92.7% Saturday, 102.5% Sunday. These lines all focus on downtown LA and are being impacted by stop closures on Wilshire BI due to D Line Subway Extension construction.
- Line 210 on Crenshaw at 78.7% weekday, 88.6% Saturday, 101.4% 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 60 on Long Beach BI between downtown LA and Compton at 73.2% recovered weekdays, 69.7% Saturday, and 80.90% Sunday, with this line being heavily focused on downtown LA.
- Line 28 on W Olympic BI between downtown LA and Century City at 72.6% weekdays, 83.4% Saturday, 91.7% 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 7th St and Avalon with 72.3% weekday, 69.0% Saturday, 78.6% 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 30 on Pico Bl between Pico/Rimpau Transit Center and downtown LA is 70.6% weekdays, 61.6% Saturday and 69.3% 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. The line also lost a low usage segment on the westside between Pico/Rimpau Transit Center and Beverly Hills area. This line also had frequency weekday and weekend reduced in line with NextGen Bus Plan in mid-2024.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery at 70.2% weekday, 72.5% Saturday, 93.8% 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.

Only two other Tier 1 lines had less than 70.0% recovery this quarter:

- Vermont Rapid Line 754 is 66.7% recovered weekdays, 63.2% Saturday, 85.2% Sunday. This line 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 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, Local Line 204 on Vermont Av had much higher recovery rates both weekdays (108.8%) and weekends (Saturday 118.4%; Sunday 114.0%). 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). This is the same corridor for which BRT service is being developed.
- G Line BRT service at 57.1% weekdays, 62.7% Saturday, 70.23.9% Sunday. 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. However, this line is now on long term detour at Van Nuys for a grade separation project, with 4-6 minutes of added travel time so it may be difficult to improve ridership recovery on this line.

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 101.3% on the Sepulveda/Van Nuys group to a low of 70.2% on the Broadway corridor (Line 45). Besides the Broadway corridor, Hollywood/Fairfax/Colorado (Line 180/217), Garvey/Cesar Chavez (Line 70), Hawthorne/MLK (Line 40), Long Beach BI (Line 60), Crenshaw BI (Line 210), and W Olympic BI (Line 28) were corridors where Rapid lines were replaced by high frequency local bus but have below average ridership recovery rates on weekdays, but these results are likely attributable mostly 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 also performed strongly, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 113.5% weekday, 130.2% Saturday, 141.7% Sunday
- Nordhoff St Line 166: 111.3% weekday, 122.4% Saturday, 152.5% Sunday
- Vanowen St Line 165: 1101.9% weekday, 116.5% Saturday, 142.7% Sunday
- Victory BI Line 164: 107.1% weekday, 109.67% Saturday, 113.30.9% Sunday
- Roscoe BI Line 152: 101.1% weekday, 117.6% Saturday, 136.8% Sunday

Roscoe BI 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): 113.8% weekdays, 157.5% Saturday, 152.4% 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): 104.7% weekdays, 94.7% Saturday, 108.0% 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) 98.0% recovery weekdays, 92.9% Saturday, 120.6% Sunday, and 117 (Century Bl) 100.8% recovery weekdays, 93.9% Saturday, 107.31% Sunday. Both serve EFC communities through South LA and the Gateway Cities and now have consistent 15-minute all-day service in place of previous 19-24 minute midday weekday frequency. They have also recovered strongly on weekends even without significant frequency improvements.
- Line 224 (Lankershim Bl) in Q2 CY2025 was just under the system average weekday ridership recovery rate at 89.4%. 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 116.3% Saturday, 133.8% 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 603 (Hoover St) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line reached 89.0% 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 102.0% with improvement from 18-minute to 12-minute frequency; Sunday 88.8% recovery with 15-minute in place of the previous 18-minute service.
- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 84.5% weekdays, 108.7% Saturday, 127.5% Sunday. It now offers 15-minute service (about twice as often as previously) 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). 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.
- Line 260/261 (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 260/261 maintained a recovery rate above average at 84.6%, 89.7% Saturday, 103.5% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena; this is taken into account in the ridership recovery rate. In December 2024, a branch of this line was established to serve Willowbrook/Rosa Parks Station, improving regional connectivity.
- Line 115 (Manchester-Firestone) recovery rate was 84.5% weekdays, 88.2% Saturday, 98.0% Sunday. 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).

Tier 2 lines that had below average (<84.1%) weekday ridership recovery rates are discussed in more detail below.

- Line 206 (Normandie Av) did not have any route changes. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. It had an 81.3% weekday recovery rate, 85.2% Saturday and 97.1% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 had seen relatively higher cancellation rates which may be negatively impacting ridership recovery.
- Line 81 (Figueroa St): Weekdays 77.8% 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 88.4% and Sunday at 99.6%.
- Line 76 on Valley Bl: 71.5% weekday, 71.4% Saturday, 79.7% Sunday, with a focus on downtown LA. The alignment for this line was simplified in El Monte in the NextGen Bus Plan and in 2024 was realigned to serve Little Tokyo Station in downtown LA to improve regional connectivity.
- Line 14/37 on Beverly Bl/W Adams: 70.7% weekday, 84.5% Saturday, 94.2% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 35/38 Washington Bl/W Jefferson: 67.7% weekday, 68.9% Saturday, 83.7% Sunday, with a focus on downtown LA.
- Line 10/48 Melrose Av/Main-San Pedro: 63.5 weekdays, 67.1% Saturday, Sunday 82.5%, with a focus on downtown LA.

The common aspect of six of the nine lines above (excluding Lines 115, 224, 206) is that they focus on downtown LA as their key destination; their recovery will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally improved in Q2 CY2025 compared to Q2 CY2024, 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:

- Line 235/236 (Balboa Bl in the San Fernando Valley): 128.8% recovery weekdays, 117.6% Saturday, 137.5% Sunday. These lines appear to have responded well to the 30-minute combined service now offered compared to 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 and had the highest weekday recovery rate across the entire network.

- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had a recovery rate of 119.8% weekdays and 159.6% 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.
- Line 266 on Rosemead Bl between Lakewood and Pasadena (116.5% weekdays, 126.0% Saturday, 143.8% Sunday) is likely due to an improved 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 115.2%, a major improvement resulting from frequency improvement from 50 to 35 minute on weekdays. It had 202.9% recovery Saturday, and 237.7% Sunday, the highest weekend recovery of any line. These weekend ridership results due to the expanded span of service weekend mornings on this line.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (112.9% recovery weekdays, 107.2% Saturday, 137.2% Sunday). This line 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.
- Line 92 between downtown LA and Sylmar via Glenoaks Bl (107.5% weekday, 105.3% Saturday, 125.4% Sunday) is likely benefiting 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.
- Line 344 Rancho Palos Verdes service (103.0% recovery weekday, 103.5% Saturday, 117.6% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Express Line 577 between El Monte Station and Long Beach VA (98.2% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average) but the ridership recovery rate declined significantly.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 96.5% weekday, 147.5% Saturday, and 174.7% Sunday, with weekdays and Sunday improved over Q1 recovery rates

and Saturday declined slightly but still high. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but recovery may be hampered by more weekday telecommuting. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.

- Line 128 serving Alondra BI through the Gateway Cities showed 94.7% 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, though this recovery rate declined significantly. This line operates in the Gateway Cities where ridership decline was more significant (see also lines 62, 120, 202, 232, 265, 460, 577, 611), though other area lines generally saw declines more moderate.
- Line 169 on Saticoy St in San Fernando Valley had 94.4% recovery rate weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- Line 158 (Plummer/Woodman) had 93.4% recovery weekdays, 102.4% Saturday, 99.6% Sunday. Continued improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service daytime weekdays on Woodman, with Saturday also still over 100% recovered and Sunday almost 100% recovered.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 91.6% 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. It saw a more pronounced decline in recovery rate in Q2.
- Line 232 between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (89.1% weekdays, 96.5% Saturday, 111.9% Sunday) had a recent route change in the LAX area associated with the opening of the new LAX/Metro Transit Center and new C and K Line rail operating patterns, but was previously improved to 15-minute peak service in place of the previous 22-minute peak service weekday. This line saw a decline in recovery rates.
- Line 265 (Paramount BI) recovery rate was 88.3% weekdays, 76.3% Saturday, 90.2% Sunday. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership in Q1 had continued to respond on all days to the weekday frequency improvement but Q2 saw a decline in recovery rates.
- San Pedro group of Lines 205, 246, and 550, had 88.4% recovery weekday, 103.4% Saturday, 123.2% 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. Line 550 now operates weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.

- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 84.1% weekday, 101.0% Saturday, 103.3% 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. The recovery rates for weekends now exceed 100.0%, though even these as well as weekdays declines, as was seen with many lines serving the Gateway Cities.

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 611 Huntington Park Shuttle (83.8% recovery weekdays, 93.7% Saturday, 104.8% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change. Like other Gateway City lines, this one showed decline for all day types.
- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 80.3% recovery weekdays, 105.7% Saturday, 97.9%. This line is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College. It improved recovery Saturday but decline on weekdays and Sunday.
- Line 120 on Imperial Highway with 78.6% recovery rate weekday, 89.1% Saturday, and 101.7% Sunday, without any frequency change, though it was extended to LAX City Bus Center and then to LAX/Metro Transit Center when that new facility opened in June 2025. Declined weekdays and Saturday like many other lines serving Gateway Cities but improved slightly Sundays.
- Line 218 (Studio City – Beverly Hills) with 74.2% recovery weekday, 109.8% Saturday, 104.8%. This Q2, Saturday showed improved recovery rate while weekday and Sunday declined. Limited by hourly type frequency. Saturday and Sunday both still exceeded 100.0% recovery.
- Line 62 (Telegraph Rd) with 71.3% recovery weekday, 79.7% Saturday, and 91.5% Sunday, with declines for both the weekdays and weekends as commonly shown for Gateway City lines. This line was not changed significantly in route or frequency other than straightening the line in downtown Norwalk as part of the NextGen Bus Plan. This line serves downtown LA and is likely has reduced ridership due to less activity there. Saturday ridership has been strongly used for travel to the Citadel Outlet shopping at Commerce; extra trips were added in June and December 2024.
- Line 161 (Canoga Station – Thousand Oaks) with 69.3% recovery weekdays, 86.2% Saturday, and 120.4% Sunday recovery rate, with weekday, Saturday, and Sunday recovery rates all decreasing compared to Q1 and Saturday no longer exceeded 100.0% recovery.
- Line 167 (Devonshire – Coldwater Canyon) with 64.9% recovery weekdays, and higher recovery of 86.8% Saturday, 85.5% Sunday, a more significant recovery rate improvement on weekends but a slight decline in weekday and weekend recovery rates over Q1. Limited by hourly type frequency.

- Lines 211/215 (Inglewood Av/Prairie Av) at 62.1% recovery only offers peak-hour weekday service, with mostly school student ridership. The recovery rate declined slightly over Q1 which also had seen a decline.
- Line 102 (La Tijera-Exposition Bl) with 59.0% recovery weekdays, 70.6% Saturday, 78.0% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday, Saturday and Sunday rates all declined compared to Q1 recovery rates.
- Line 296 (Riverside Dr, formerly Line 96) with 48.7% recovery weekdays, 63.4% Saturday, 71.6% Sunday, is consistently low, with the weekday and Sunday rates up slightly, but Saturday declined compared to Q1. This line as Line 96 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 became Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line no longer enters downtown, and performance will be monitored.
- Line 209 (Van Ness Av) with 47.8% recovery (down from 51.6% in Q1) 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.

Two lines have been significantly impacted by the Palisades fire in January 2025:

- Line 134 (Santa Monica – Malibu) with 45.6% recovery rate weekdays (up from 30.3% recovery rate in Q1 but down from 70.0% pre-fire), 55.0% Saturday (up from 42.1% in Q1 but down from 82.2% pre-fire), and 69.3% Sunday (up from 61.4% in Q1 but down from 110.8% pre-fire). This line was suspended for seven weeks in January/February 2025. While now back in operation, it had a 10-mile section between the north end of Santa Monica and just south of Malibu Pier where all bus stops closed due to fire recovery efforts blocking safe access. This was reduced to a 5-mile closed section during Q2, helping with ridership recovery.
- Line 602 (Westwood/UCLA – Pacific Palisades) with 27.6% (up slightly from 26.1% in Q1) recovery rate weekdays (but down from 63.1% pre-fire), 42.0% Saturday (down from 49.4% in Q1 and even more so from 111.4% pre-fire), and 56.9% Sunday (down from 63.2% in Q1 and even more so from 142.3% pre-fire). Recovery rates for this line declined by more than 50% as the western end of this line between Bundy and Pacific Coast Highway remains out of service due to fire recovery efforts. These impacts may remain in place for the remainder of CY2025, with continued reduced ridership.

One other Tier 3 line continues to have very low ridership recovery, likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle had 28.4% ridership recovery rate weekday (down from 38.8% in Q1), with 34.3% (down from 40.7% in Q1) Saturday, and 33.7% (down from 39.7% in Q1) Sunday; it 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 both weekdays and weekends.

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 microtransit 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 frequency was increased in December 2023, and Line 487 was truncated through Sierra Madre in conjunction with the Metro Micro launch. Line 662 at Altadena has also been temporarily modified due to the impacts of the Eaton Canyon fire, with buses unable to travel north of Woodbury Rd at this stage.

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 BI was restored in the June 2024 service change, and Lines 267 and 686 were merged into new Line 267 in December 2024, providing 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership. Recovery rate was 58.1% (down from 73.7% in Q1) weekdays, and much higher at 92.6% (though down from 102.1% in Q1) Saturday, and 103.5% (up from 98.5% in Q1) Sunday, so weekday and Saturday ridership recovery rate declined in Q2 while Sunday ridership recovery rate recovered in Q2 compared to Q1, though none were better than Q4, not surprising when considering the impacts on Altadena from the Eaton fire.

Bus Service Productivity:

While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. A measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million and that remains the same in CY2025. The following is the comparison of bus system productivity (passenger boardings per revenue service hour before and after NextGen comparing Q2 2019 with Q2 2025:

- Weekday: 35.2 (2025) versus 40.3 (2019)
- Saturday: 34.2 (2025) versus 37.8 (2019)
- Sunday: 30.4 (2025) versus 36.2 (2019)

The weekday change in productivity is explained by a 2.6% decline in revenue service hours versus a 24.9% decline in ridership. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level. On weekdays,

10 of the 81 lines/line groups managed to exceed their former productivity level, while another 49 lines/line groups exceeded 80.0%. These were a mix of all frequency tiers; some lines had major changes while many had minimal changes. The lowest level was 39% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

There were 12 weekday lines with relatively low productivity under 20 boardings per revenue service hour but two were wildfire impacted lines (Lines 134, 602), and the lowest was the Willowbrook – Del Amo Line 202; these may be opportunities to better align service and ridership levels to increase productivity. The highest weekday productivity lines were the Vermont Av Local 204 (68.1), Vermont Av Rapid 754 (59.3) and Western Av Local 207 (58.0) which operate in the Hollywood - South LA area, and these three all slightly improved their productivity.

The Saturday productivity change was less severe, with a 7.1% decrease in ridership and a 2.7% decrease in service hours. Of the 74 lines/line groups, 22 managed to exceed their former productivity level, while another 43 lines/line groups exceeding 80.0% (majority of these were over 90%). These were a mix of all frequency tiers as well as lines that had major changes or in many cases minimal changes. The lowest level was 43% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

There were 16 Saturday lines with productivity under 20 boardings per revenue service hour including two that were wildfire impacted lines; another was the Warner Center shuttle which may provide an important opportunity to better align service and ridership levels to increase productivity. The highest Saturday productivity lines were the Vermont Av Local 204 (68.2), Vermont Av Rapid 754 (61.4) and Western Av Local 207 (64.3) which operate in the Hollywood - South LA area. These all declined slightly over their Q1 results compared to the slight improvement weekdays.

While Sunday ridership was up 3.9% overall, the service hours were up 23.6% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative i.e. well below the former productivity level. On Sunday, of the 74 lines/line groups, 12 managed to exceed their former productivity level. These were a mix of all frequency tiers as well as lines that had in many cases minimal changes. The lowest level was 43% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels. There were 22 Sunday lines with productivity under 20 boardings per revenue service hour (including two that were wildfire impacted lines, and another being the Warner Center shuttle) may be an important opportunity to better align service and ridership levels to increase productivity. The highest Sunday productivity lines were the Vermont Av Local 204 (60.6), Vermont Av Rapid 754 (53.9.) and Western Av Local 207 (55.5) which operate in

the Hollywood - South LA area. These were all slight improvements over their Q1 results.

Bus Speed and Reliability

As part of the NextGen Bus Plan, over 70 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 and in 2024 the Roscoe peak period bus lanes. Data shows the most notable speed improvements and resulting time savings for the Sepulveda Bl corridor as well as the perception of speed improvements by riders in post-implementation surveys on all new bus lane corridors.

Table 7: Top Three Metro Bus Lines Productivity

Line	Weekday	Saturday	Sunday
Vermont Av Local 204	68.1	68.2	60.6
Vermont Av Rapid 754	59.3	61.4	53.9
Western Av Local 207	58.0	64.3	55.5

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 Florence Av, Vermont Av, and Sunset Bl (outreach in fall 2025) plus an expanded transit signal priority program launching in CY2026.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2025

ATTACHMENT B

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Balboa BI	236	1,555	235/236	2,003	128.8%	49.2	81.2	165.0%	31.6	24.7	78.0%
Tampa Av & Winnetka Av	242/243	1,578	242/243	1,890	119.8%	52.9	62.5	118.1%	29.8	30.2	101.4%
Rosemead BI	266	4,850	266	5,651	116.5%	129.4	191.7	148.1%	37.5	29.5	78.7%
E Olympic BI/W 8th St	66	11,026	66	12,807	116.2%	195.5	270.8	138.5%	56.4	47.3	83.9%
CSULA - City Terrace Shuttle	665	600	665	691	115.2%	26.8	45.5	169.8%	22.4	15.2	67.8%
LAC USC Medical Center Shuttle	605	2,128	605	2,422	113.8%	54.9	65.1	118.6%	38.8	37.2	96.0%
Sherman Way	162/163	9,076	162	10,298	113.5%	212.5	245.2	115.4%	42.7	42.0	98.3%
Rosecrans Av	125	4,608	125	5,204	112.9%	147.0	178.3	121.3%	31.3	29.2	93.1%
Nordhoff St	166	5,690	166	6,334	111.3%	151.5	155.9	102.9%	37.6	40.6	108.2%
Vanowen St	165	7,702	165	8,539	110.9%	188.7	217.9	115.5%	40.8	39.2	96.0%
Vermont Av Local	204	20,941	204	22,779	108.8%	275.2	334.5	121.5%	76.1	68.1	89.5%
Downtown LA - Glenoaks BI - Sylmar	92	5,668	92	6,093	107.5%	185.7	237.8	128.1%	30.5	25.6	83.9%
Victory BI	164	6,022	164	6,451	107.1%	168.2	199.8	118.8%	35.8	32.3	90.2%
Compton Av	55	7,390	55	7,736	104.7%	175.6	202.4	115.3%	42.1	38.2	90.8%
Hawthorne BI, Rancho Palos Verdes	344	1,408	344	1,450	103.0%	64.0	65.3	102.0%	22.0	22.2	100.9%
Van Nuys BI Local	233	11,321	233	13,127	101.3%	704.6	776.5	110.2%	41.1	37.8	91.9%
Van Nuys BI - Westside Rapid (788); new Van Nuys BI Westside Rapid (761)	788	1,876	761	7,109							
Sepulveda BI Local	234	5,417	234	9,129							
Sepulveda BI - Westside Rapid (734)	734	6,138		-							
Reseda/Ventura/Van Nuys Rapid	744	4,239		-							
Roscoe BI	152	10,491	152	10,607	101.1%	229.3	243.2	106.1%	45.8	43.6	95.3%
Century BI	117	8,717	117	8,785	100.8%	210.8	233.9	111.0%	41.4	37.6	90.8%
Slauson Av	108	14,824	108	14,885	100.4%	332.2	380.4	114.5%	44.6	39.1	87.7%
Central Av	53	11,530	53	11,401	98.9%	232.1	291.5	125.6%	49.7	39.1	78.7%
El Monte - Long Beach VA Express	577	816	577	801	98.2%	63.8	76.5	119.9%	12.8	10.5	81.9%
Gage Av	110	8,015	110	7,854	98.0%	207.2	228.7	110.4%	38.7	34.3	88.8%
3rd St	16	21,165	16	19,790	96.6%	426.6	469.4	110.0%	49.6	43.6	87.8%
Robertson BI - Beverwil Dr			617	658							
North Hollywood - Pasadena Express	501	1,481	501	1,430	96.5%	100.2	82.6	82.4%	14.8	17.3	117.1%
Florence Av	111	15,150	111	14,556	96.1%	285.6	346.8	121.4%	53.0	42.0	79.1%
Ventura BI Local	150/240	8,492	150	3,208	95.6%	537.9	505.1	93.9%	33.2	33.8	101.8%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Reseda BI/Ventura BI Local			240	11,958							
Topanga Canyon BI (245); De Soto Av (244)	244/245	2,574	244	1,923							
Reseda/Ventura/Van Nuys Rapid	744	4,239		-							
Ventura BI Rapid	750	2,578		-							
Alondra BI	128	1,114	128	1,055	94.7%	47.8	43.6	91.2%	23.3	24.2	103.9%
Santa Monica BI Local	4	14,686	4	23,738	94.5%	640.1	631.3	98.6%	39.2	37.6	95.9%
Santa Monica BI Rapid	704	10,421		-							
Saticoy St	169	2,255	169	2,129	94.4%	85.2	83.7	98.2%	26.5	25.4	96.1%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	16,400	910/950	15,421	94.0%	427.5	388.1	90.8%	38.4	39.7	103.6%
Soto St	251	8,543	251	14,317	93.4%	344.1	360.1		44.5	39.8	89.3%
Soto St - Griffin Av	252	2,141		-							
Soto St Rapid	751	4,640		-							
Plummer St, Woodman Av	158	2,036	158	1,901	93.4%	58.9	73.7	125.1%	34.6	25.8	74.6%
Willowbrook Av	202	250	202	229	91.6%	19.2	26.9	140.1%	13.0	8.5	65.4%
Venice BI Local	33	10,446	33	16,707	90.8%	496.9	506.6	102.0%	37.0	33.0	89.0%
Venice BI Rapid	733	7,956		-							
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78/79	8,894	78	7,184	90.7%	346.9	311.9	89.9%	25.6	25.9	100.9%
Rose Hill - Arcadia via Huntington Dr			179	886							
Western Av Local	207	16,401	207	25,567	89.5%	427.5	440.7	103.1%	66.8	58.0	86.8%
Western Av Rapid	757	12,155		-							
Downtown LA - Foothill BI	90/91	7,054	90	6,132	89.4%	584.4	615.2	105.3%	31.6	27.6	87.3%
Hollywood Way	222	1,376	222	1,098							
Lankershim BI	224	7,106	224	6,733							
Whiteoak Av, Woodley Av	237	2,035	237	1,840							
Whiteoak Av	239	895		-							
Foothill BI			690	1,170							
Hoover St	603	7,406	603	7,510	89.2%	232.4	234.2	100.8%	36.2	32.1	88.5%
Silver Lake	201	1,015		-							
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	5,096	232	4,540	89.1%	192.5	198.9	103.3%	26.5	22.8	86.2%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,510	205	3,009	88.4%	289.7	290.3	100.2%	25.7	22.6	88.2%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
San Pedro - Harbor Gateway Transit Center - USC	550	1,415	550	443							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,511	246	3,121							
Paramount BI	265	1,435	265	1,267	88.3%	50.6	61	120.6%	28.4	20.8	73.2%
Vernon Av, La Cienega BI	105	10,963	105	14,322	85.1%	356.9	345.2	96.7%	47.2	41.5	88.0%
Vernon Av, La Cienega BI Rapid	705	5,870		-							
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,661	260	10,765	84.6%	390.3	335.7	86.0%	34.2	33.7	98.4%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,695	660	539							
Manchester Av - Firestone BI	115	14,191	115	11,992	84.5%	302.8	291.6	96.3%	46.9	41.1	87.7%
Downtown LA - San Fernando Rd - North Hollywood	94	4,358	94	6,961	84.5%	460.9	402.3	87.3%	26.3	25.5	96.8%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,873	294	1,397							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,723		-							
Burbank BI Oxnard St	154	778	154	653							
Riverside Dr	155	1,386	155	1,230							
Downtown LA - Norwalk - Disneyland	460	4,971	460	4,182	84.1%	211.5	181.2	85.7%	23.5	23.1	98.2%
Hollywood - Pasadena	180	8,333	180	7,420	83.9%	618.5	615.6	99.5%	35.4	29.9	84.3%
Hollywood BI Fairfax BI	217	6,265	217	10,971							
Hollywood/Fairfax - Pasadena Rapid	780	7,323		-							
Huntington Park Shuttle	611	1,527	611	1,280	83.8%	56.4	49.7	88.1%	27.1	25.8	95.2%
MLK - Hawthorne BI	40	14,158	40	13,710	82.8%	422.0	425.6	100.9%	39.2	32.2	82.1%
Hawthorne BI Rapid	740	2,392		-							
Montebello - Downtown LA via Cesar Chavez Av	68	5,086		-	81.8%	612.3	591.9	96.7%	37.9	32.1	84.6%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,688		-							
Downtown LA - City Terrace - CSULA	71	1,489	70	14,999							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	434	106	3,992							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,532		-							
Normandie Av	206	11,333	206	9,219	81.3%	197.9	203.3	102.7%	57.3	45.3	79.2%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Sunset BI (became Sunset BI - Alvarado St)	2	11,950	2	18,907	81.1%	496.3	472.5	95.2%	47.0	40.0	85.1%
Alvarado St	200	11,376		-							
La Brea Av	212	11,603	212	9,414	81.1%	253.7	291.1	114.7%	45.7	32.3	70.7%
Whitter BI W 6th St	18	17,780	18	19,842	80.7%	1213.5	1295.7	106.8%	49.4	37.4	75.6%
Wilshire BI Local	20	13,118	20	8,776							
Wilshire BI Rapid	720	29,092	720	19,783							
Laurel Canyon BI	230	4,097	230	3,290	80.3%	101.7	90.2	88.7%	40.3	36.5	90.5%
Crenshaw BI Local	210	10,382	210	13,292	78.7%	372.8	350.4	94.0%	45.3	37.9	83.7%
Crenshaw BI Rapid	710	6,514		-							
Imperial Hwy	120	3,572	120	2,808	78.6%	137.2	135.1	98.5%	26.0	20.8	79.8%
Figueroa St	81	13,498	81	9,911	77.8%	407.3	361.7	88.8%	40.5	35.5	87.6%
Downtown LA - Eagle Rock via York BI	83	2,400		-							
Silver Lake - East Hollywood	175	612	182	2,930							
Studio City - Beverly Hills	218	900	218	668	74.2%	50.0	32.5	65.0%	18.0	20.5	114.2%
Downtown LA - Artesia via Long Beach BI	60	14,394	60	14,069	73.2%	430.6	427.3	99.2%	44.7	32.9	73.7%
Long Beach BI Rapid	760	4,838		-							
Olympic BI Local	28	8,686	28	10,458	72.6%	395.0	309.3	78.3%	36.5	33.8	92.7%
Olympic BI Rapid	728	5,721		-							
Avalon BI, W 7th St	51/52	24,021	51	17,377	72.3%	414.6	432.3	104.3%	57.9	40.2	69.4%
Valley BI	76	8,553	76	6,112	71.5%	225.4	213.8	94.9%	37.9	28.6	75.3%
Telegraph Rd	62	4,209	62	3,001	71.3%	159.8	127.8	80.0%	26.3	23.5	89.2%
Beverly BI - W Adams BI	14/37	16,948	14/37	11,985	70.7%	384.1	281.5	73.3%	44.1	42.6	96.5%
Pico BI	30	11,887	30	8,397	70.6%	298.1	206.8	69.4%	39.9	40.6	101.8%
Broadway Local	45	13,886	45	12,909	70.2%	483.1	394.8	81.7%	43.5	37.4	85.9%
Broadway Rapid	745	6,344		-							
Compton BI, Somerset BI	127	785	127	1,851							
Canoga Station - Thousand Oaks	161	1,140	161	788	69.2%	55.6	50.5	90.8%	20.5	15.6	76.1%
Washington BI/W Jefferson BI	35/38	7,875	35/38	5,333	67.7%	206.3	149.5	72.5%	38.2	35.7	93.5%
Boyle Av	754	20,589	754	13,735	66.7%	229.1	231.7	101.1%	89.9	59.3	66.0%
Coldwater Canyon Av - Devonshire St	167	2,173	167	1,409	64.9%	89.9	66.5	74.0%	24.2	21.2	87.7%
Melrose Av/Main St/San Pedro St	10, 48	11,501	10/48	7,308	63.5%	285.6	219.2	76.8%	40.3	33.3	82.8%
Prairie Av/Inglewood Av	211/215	595	211/215	370	62.1%	33.0	25.1	76.1%	18.0	14.7	81.7%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
La Tijera BI, Exposition BI	102	2,508	102	1,480	59.0%	89.6	68.4	76.3%	28.0	21.6	77.3%
Pasadena - Highland Park - Eastern Av	256	1,416	256	-	58.1%	667.7	468.4	70.2%	22.0	18.2	82.8%
Fremont Av - Eastern Av - Garfield Av	258	2,590	258	2,119							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,797	267	1,850							
El Monte - Pasadena via Baldwin Av	268	1,727	268	766							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,571	287	974							
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,456							
Los Robles Av (687); Allen Av (686)	687	1,226	686	-							
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,375	487/489	1,378							
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	22,061	901	12,599	57.1%	345.9	376.2	108.8%	63.8	33.5	52.5%
Riverside Dr	96	1,325	296	645	48.7%	85.7	47.5	55.4%	15.5	13.6	87.9%
Van Ness Av/Arlington Av	209	841	209	402	47.8%	43.9	31.4	71.5%	19.2	12.8	66.9%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,653	134	753	45.6%	80.4	59.9	74.5%	20.6	12.6	61.1%
Warner Center Shuttle	601	1,207	601	343	28.4%	74.8	34.5	46.1%	16.1	10.0	61.7%
Westwood - Pacific Palisades	602	1,882	602	520	27.6%	77.0	54.4	70.6%	24.4	9.6	39.1%
Caltech - Pasadena - Jet Propulsion Laboratory	177	432			Transferred to Municipal Agency	15.5		N/A	16.1	N/A	N/A
Manhattan Beach BI	126	185			Discontinued	13.7		N/A	13.5	N/A	N/A
Artesia BI	130	2,436			Transferred to Municipal Agencies	106.6		N/A	22.9	N/A	N/A
Boyle Av	254	755			Discontinued	37.3		N/A	20.2	N/A	N/A
Manchester Av Express	442	174			Discontinued	11.8		N/A	14.7	N/A	N/A
Windsor Hills - Inglewood	607	64			Discontinued	9.1		N/A	7.0	N/A	N/A
South Gate Shuttle	612	1,171			Replaced with Micro	53.7		N/A	21.8	N/A	N/A
LAX C Line Shuttle	625	371			Replaced with Micro	18.7		N/A	19.8	N/A	N/A
Glassell Park - Glendale College	685	513			Replaced with Micro	29.7		N/A	17.3	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2025

ATTACHMENT C

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
CSULA - City Terrace Shuttle	665	192	665	390	202.9%	13.7	29.1	212.4%	14.0	13.4	96%
Tampa Av & Winnetka Av	242/243	707	242/243	1,128	159.6%	40.5	55	135.8%	17.5	20.5	118%
LAC USC Medical Center Shuttle	605	810	605	1,275	157.5%	27.1	46.5	171.6%	29.9	27.4	92%
North Hollywood - Pasadena Express	501	556	501	820	147.5%	31.4	59.3	188.9%	17.7	13.8	78%
Sherman Way	162/163	5,311	162	6,913	130.2%	110.1	170.8	155.1%	48.2	40.5	84%
Rosemead BI	266	3,242	266	4,085	126.0%	93.7	126.4	134.9%	34.6	32.3	93%
Nordhoff St	166	2,740	166	3,354	122.4%	74.2	80.1	108.0%	36.9	41.9	113%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	7,165	910/950	8,754	122.2%	201.6	205.5	101.9%	35.5	42.6	120%
Vermont Av Local	204	14,879	204	17,620	118.4%	203.4	258.2	126.9%	73.2	68.2	93%
Roscoe BI	152	6,050	152	7,113	117.6%	134.4	171.6	127.7%	45.0	41.4	92%
Balboa BI	236	650	236	765	117.6%	25.8	45.5	176.4%	25.2	16.8	67%
Vanowen St	165	3,841	165	4,474	116.5%	89.7	111.7	124.5%	42.8	40.1	94%
Downtown LA - Foothill BI	90/91	3,761	90	4,014	116.3%	126.7	144.5	136.3%	28.5	24.3	85%
Hollywood Way	222	816	222	788		52	56.6				
Lankershim BI	224	4,419	224	4,742		107.1	154.6				
Whiteoak Av, Woodley Av	237	856	237	1,255		60.3	69.7				
Foothill BI		-	690	664		0	46.4				
Van Nuys BI Local	233	8,826	233	9,481	114.6%	163.9	220.2	140.0%	44.3	36.3	82%
Sepulveda BI Local	234	6,530	234	5,824		182.5	173.9				
Reseda/Ventura/Van Nuys Rapid	744	1,537	761	4,049		34.65	139.5				
Ventura BI Local	150/240	7,656	150	1,919	113.0%	237.4	82.4	116.0%	30.9	30.1	97%
Topanga Canyon BI (245); De Soto Av (244)	244/245	770	240	8,186		42.5	236.9				
Reseda/Ventura/Van Nuys Rapid	744	1,309	244	896		34.65	45.6				
Studio City - Beverly Hills	218	501	218	550	109.8%	34.7	32.4	93.4%	14.4	17.0	118%
Victory BI	164	3,232	164	3,543	109.6%	106.4	109.1	102.5%	30.4	32.5	107%
Downtown LA - San Fernando Rd - North Hollywood	94	5,688	94	5,188	108.7%	184.4	167.3	129.8%	28.1	23.5	84%
Riverside Dr	155	861	155	1,024		45.2	59.8				
Burbank BI Oxnard St		-	154	515		0	34.9				

RSH = Revenue Service Hours

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Magnolia BI North Hollywood - Burbank - Glendale	183	695		-		28.3	0				
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)		-	294	1,145		0	72.8				
Rosecrans Av	125	2,656	125	2,848	107.2%	101.4	106.4	104.9%	26.2	26.8	102%
Laurel Canyon BI	230	1,774	230	1,876	105.7%	61.9	63.3	102.3%	28.7	29.6	103%
Downtown LA - Glenoaks BI - Sylmar	92	4,078	92	4,293	105.3%	146.8	159	108.3%	27.8	27.0	97%
Hollywood - Pasadena	180	9,208	180	6,307	104.5%	262.4	230.6	116.2%	33.1	29.8	90%
Hollywood BI Fairfax BI	217	4,752	217	8,278		158.9	259.1				
Hawthorne BI, Rancho Palos Verdes	344	932	344	965	103.5%	56	44.6	79.6%	16.6	21.6	130%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,663	205	1,594	103.4%	83.9	86	99.4%	20.1	20.9	104%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,780	246	2,469		79	108.5				
San Pedro - Harbor Gateway Transit Center - USC	550	487		-		32.7	0				
E Olympic BI/W 8th St	66	8,958	66	9,254	103.3%	179.8	188.8	105.0%	49.8	49.0	98%
Plummer St, Woodman Av	158	971	158	994	102.4%	42.6	43.2	101.4%	22.8	23.0	101%
Santa Monica BI Local	4	12,416	4	19,904	102.2%	357.9	469.6	86.5%	35.9	42.4	118%
Santa Monica BI Rapid	704	7,050		-		185	0				
Hoover St	603	5,303	603	5,983	102.0%	147.1	204.2	116.6%	33.5	29.3	88%
Silver Lake	201	562		-		28.1	0				
Slauson Av	108	8,929	108	9,078	101.7%	207.5	223.3	107.6%	43.0	40.7	94%
Downtown LA - Norwalk - Disneyland	460	3,243	460	3,277	101.0%	177.1	153.7	86.8%	18.3	21.3	116%
3rd St	16	15,102	16	14,914	100.9%	317	284.7	100.5%	47.6	47.8	100%
Robertson BI - Beverwil Dr		-	617	329		0	33.9				
Venice BI Local	33	6,825	33	13,034	100.4%	208.4	360.9	89.0%	32.0	36.1	113%
Venice BI Rapid	733	6,154		-		197.2	0				
Western Av Local	207	19,312	207	19,220	99.5%	262.3	299	114.0%	73.6	64.3	87%
Central Av	53	7,501	53	7,453	99.4%	180.9	204.6	113.1%	41.5	36.4	88%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78/79	5,542	78	4,581	98.2%	186.2	139.7	101.3%	29.8	28.9	97%
Rose Hill - Arcadia via Huntington Dr		-	179	863		0	48.9				
Soto St	251	7,595	251	8,301	97.9%	190.3	234.1	106.4%	38.5	35.5	92%

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Soto St - Griffin Av	252	880		-		29.7	0				
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	3,437	232	3,317	96.5%	137.9	137	99.3%	24.9	24.2	97%
Montebello - Downtown LA via Cesar Chavez Av	68	3,302	70	10,451	95.8%	98.8	292	95.5%	32.3	32.4	100%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	6,427		-		175.3	0				
Downtown LA - City Terrace - CSULA	71	468		-		29.4	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace		-	106	2,166		0	96.9				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	2,971		-		103.9	0				
Tampa Av & Winnetka Av	55	4,781	55	4,525	94.7%	132.6	124.2	93.7%	36.1	36.4	101%
Century BI	117	5,816	117	5,464	93.9%	146.7	125.1	85.3%	39.6	43.7	110%
Huntington Park Shuttle	611	937	611	878	93.7%	49.9	46.7	93.6%	18.8	18.8	100%
Gage Av	110	4,497	110	4,176	92.9%	131.7	112.1	85.1%	34.1	37.3	109%
Whitter BI W 6th St	18	11,938	18	15,175	92.7%	251.3	344.5	108.5%	41.6	35.6	85%
Wilshire BI Local	20	7,182	20	6,187		220.5	248.4				
Wilshire BI Rapid	720	18,980	720	13,955		443.8	400.3				
Pasadena - Highland Park - Eastern Av	256	772	256	0	92.6%	59	0	89.7%	16.2	16.7	103%
Fremont Av - Eastern Av - Garfield Av		-	258	1,044		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,273	267	841		66.9	46.2				
El Monte - Pasadena via Baldwin Av	268	1,030	268	509		54.6	29.8				
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)		-	287	309		0	15.8				
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487	1,109	487	575		70.9	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av		-	662	1,170		0	74.1				
Los Robles Av (687); Allen Av (686)	686/687	622		0		45.1	0				
Florence Av	111	10,846	111	9,962	91.8%	227.1	227.3	100.1%	47.8	43.8	92%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	8,037	260/261	6,527	89.7%	210.5	187.2	105.8%	38.2	32.4	85%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)		-	660	678		0	35.5				

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Imperial Hwy	120	1,946	120	1,734	89.1%	87.9	94.8	107.8%	22.1	18.3	83%
Crenshaw BI Local	210	7,710	210	10,164	88.6%	195.7	316.7	102.1%	37.0	32.1	87%
Crenshaw BI Rapid	710	3,757		0		114.4	0				
Figueroa St	81	8,704	81	7,143	88.4%	208	203.2	102.7%	36.3	31.3	86%
Downtown LA - Eagle Rock via York BI	83	1,625	182	1,986		76.5	88.9				
Manchester Av - Firestone BI	115	8,743	115	7,707	88.2%	191.6	185.4	96.8%	45.6	41.6	91%
Sunset BI (became Sunset BI - Alvarado St)	2	7,953	2	14,586	86.8%	239	379.6	97.4%	43.1	38.4	89%
Alvarado St	200	8,851		-		150.6	0				
Coldwater Canyon Av - Devonshire St	167	1,204	167	1,046	86.8%	69.2	70.6	102.0%	17.4	14.8	85%
Canoga Station - Thousand Oaks	161	642	161	553	86.2%	39.6	40.8	103.0%	16.2	13.6	84%
Vernon Av, La Cienega BI	105	11,108	105	9,473	85.3%	222.6	223.9	100.6%	49.9	42.3	85%
Normandie Av	206	7,194	206	6,129	85.2%	129.6	138.3	106.7%	55.5	44.3	80%
Beverly BI - W Adams BI	14/37	8,731	14/37	7,374	84.5%	213.2	208.9	98.0%	41.0	35.3	86%
MLK - Hawthorne BI	40	9,993	40	9,806	84.4%	249.6	348.2	103.1%	34.4	28.2	82%
Hawthorne BI Rapid	740	1,625		-		88.2	0				
La Brea Av	212	7,742	212	6,523	84.3%	187.5	187.3	99.9%	41.3	34.8	84%
Olympic BI Local	28	8,799	28	7,342	83.4%	255	208.9	81.9%	34.5	35.1	102%
Telegraph Rd	62	2,690	62	2,145	79.7%	106.4	94.2	88.5%	25.3	22.8	90%
Paramount BI	265	792	265	604	76.3%	37.6	37.5	99.7%	21.1	16.1	76%
Broadway Local	45	11,307	45	9,437	72.5%	274.7	260.3	89.7%	38.5	31.1	81%
Broadway Rapid	745	3,172		-		101.8	0				
Compton BI, Somerset BI		-	127	1,063		0	77.3				
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	76	6,420	76	4,582	71.4%	169	152.8	90.4%	38.0	30.0	79%
La Tijera BI, Exposition BI	102	1,708	102	1,206	70.6%	78.8	66.4	84.3%	21.7	18.2	84%
Downtown LA - Artesia via Long Beach BI	60	11,215	60	9,255	69.7%	274.1	320.2	91.1%	37.8	28.9	76%
Long Beach BI Rapid	760	2,065		-		77.3	0				
Avalon BI, W 7th St	51/52	19,025	51	13,125	69.0%	368.2	349.9	95.0%	51.7	37.5	73%
Washington BI/W Jefferson BI	35/38	4,509	35/38	3,107	68.9%	142.7	102.3	71.7%	31.6	30.4	96%
Melrose Av/Main St/San Pedro St	10, 48	6,354	10/48	4,266	67.1%	187.9	145.3	77.3%	33.8	29.4	87%
Riverside Dr	96	765	296	485	63.4%	44.9	31.4	69.9%	17.0	15.4	91%

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Boyle Av	754	14,045	754	8,875	63.2%	164.7	144.5	87.7%	85.3	61.4	72%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	12,990	901	8,147	62.7%	220.5	288.4	130.8%	58.9	28.2	48%
Pico BI	30	9,917	30	6,113	61.6%	240.4	138.3	57.5%	41.3	44.2	107%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,187	134	653	55.0%	59.9	51.3	85.6%	19.8	12.7	64%
Westwood - Pacific Palisades	602	596	602	250	42.0%	50.9	49.7	97.6%	11.7	5.0	43%
Warner Center Shuttle	601	790	601	271	34.3%	71	33.8	47.6%	11.1	8.0	72%
Alondra BI		-	128	629	New Saturday service	0	43.7	N/A	N/A	14.4	N/A
Artesia BI	130	1,138		-	Transferred to Municipal Agencies	57.3		N/A	19.9	N/A	N/A
Saticoy St		-	169	1,254	New Saturday service	0	66	N/A	N/A	19.0	N/A
Boyle Av	254	397			Discontinued	28.1		N/A	14.1	N/A	N/A
South Gate Shuttle	612	914			Replaced with Micro	52.7	0	N/A	17.3	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2025

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Line Description	Line (2019)	Avg Sunday Boardings 2019 Q2	Line (2025)	Avg Sunday Boardings Q2 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
CSULA - City Terrace Shuttle	665	145	665	345	237.7%	11.7	29.1	248.7%	12.4	11.8	96%
North Hollywood - Pasadena Express	501	417	501	729	174.7%	31.4	59.3	188.9%	13.3	12.3	93%
Nordhoff St	166	1,849	166	2,820	152.5%	55.7	80	143.6%	33.2	35.2	106%
LAC USC Medical Center Shuttle	605	716	605	1,091	152.4%	27	46.4	171.9%	26.5	23.5	89%
Rosemead BI	266	2,461	266	3,538	143.8%	76	126.4	166.3%	32.4	28.0	86%
Vanowen St	165	2,695	165	3,845	142.7%	76.9	112.1	145.8%	35.0	34.3	98%
Sherman Way	163	3,851	162	5,456	141.7%	88.7	133	149.9%	43.4	41.0	94%
Balboa BI	236	472	236	649	137.5%	25.8	45.5	176.4%	18.3	14.3	78%
Rosecrans Av	125	1,831	125	2,511	137.2%	71.1	106.4	149.6%	25.8	23.6	92%
Roscoe BI	152	4,463	152	6,103	136.8%	102.9	171.9	167.1%	43.4	35.5	82%
E Olympic BI/W 8th St	66	5,561	66	7,472	134.4%	124.1	181.3	146.1%	44.8	41.2	92%
Downtown LA - Foothill BI	90/91	2,460	90	3,573	133.8%	87.7	143.9	160.6%	25.6	21.3	83%
Hollywood Way	222	808	222	669		52.6	56.6				
Lankershim BI	224	3,450	224	4,158		92.3	154.6				
Whiteoak Av, Woodley Av	237	777	237	1,100		60.3	69				
Foothill BI		-	690	530		0	46.4				
Van Nuys BI Local	233	6,851	233	8,504	131.0%	139.2	220.2	155.0%	38.5	32.5	85%
Sepulveda BI	234	4,920	234	5,146		168.5	171.0				
Sepulveda BI - Westside Rapid	744	1,399	761	3,607		34.65	139.5				
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	5,725	910/950	7,408	129.4%	201.6	205.5	101.9%	28.4	36.0	127%
Downtown LA - San Fernando Rd - North Hollywood	94	4,302	94	4,506	127.5%	160.9	164.8	154.3%	24.8	20.5	83%
Burbank BI Oxnard St		-	154	457		0	34.9				
Riverside Dr	155	518	155	881		28.4	60.1				
Magnolia BI North Hollywood - Burbank - Glendale	183	518		-		26.3	0				
Burbank - Sylmar San Fernando Rd		-	294	961		0	72.8				
Downtown LA - Glenoaks BI - Sylmar	92	2,993	92	3,752	125.4%	121.4	159	131.0%	24.7	23.6	96%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,259	205	1,385	123.2%	70.9	86	120.2%	18.8	19.2	102%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,354	246	2,360		58.6	108.8				

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q2	Line (2025)	Avg Sunday Boardings Q2 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
San Pedro - Harbor Gateway Transit Center	550	428		-		32.6	0				
Central Av	53	5,207	53	6,388	122.7%	123.5	203.2	164.5%	42.2	31.4	75%
Gage Av	110	2,994	110	3,610	120.6%	98.4	112.1	113.9%	30.4	32.2	106%
Slauson Av	108	6,082	108	7,321	120.4%	149.6	211.6	141.4%	40.7	34.6	85%
Canoga Station - Thousand Oaks	161	375	161	452	120.4%	27.4	40.8	148.9%	13.7	11.1	81%
Ventura BI	150/240	6,411	150	1,815	120.3%	188.9	82.6	151.5%	34.2	27.2	79%
Topanga Canyon BI	244/245	308	244	746		13.7	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,399	240	7,202		34.65	231.2				
Hawthorne BI, Rancho Palos Verdes	344	725	344	853	117.6%	39.7	44.5	112.1%	18.3	19.2	105%
Vermont Av Local	204	13,560	204	15,459	114.0%	196.5	255.3	129.9%	69.0	60.6	88%
Victory BI	164	2,604	164	2,951	113.3%	87.8	109.1	124.3%	29.7	27.0	91%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,739	232	3,064	111.9%	119.8	137	114.4%	22.9	22.4	98%
3rd St	16	11,719	16	12,338	108.0%	241.8	284.7	131.8%	48.5	39.7	82%
Robertson BI - Beverwil Dr		-	617	320		0	33.9				
Soto St	251	5,605	251	6,833	108.0%	148.6	229.3	128.7%	35.5	29.8	84%
Soto St - Griffin Av	252	723		-		29.5	0				
Compton Av	55	3,472	55	3,748	108.0%	103.1	116.3	112.8%	33.7	32.2	96%
Santa Monica BI Local	4	10,078	4	17,892	107.3%	282.7	469.6	108.0%	38.3	38.1	99%
Santa Monica BI Rapid	704	6,591		-		152.3	0				
Century BI	117	4,293	117	4,604	107.3%	121.7	122.1	100.3%	35.3	37.7	107%
Western Av Local	207	15,611	207	16,592	106.3%	224.9	299	132.9%	69.4	55.5	80%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78/79	4,458	78	3,996	105.9%	159.2	139.7	118.5%	28.0	25.0	89%
Rose Hill - Arcadia via Huntington Dr		-	179	726		0	48.9				
Hollywood - Pasadena	180/181	8,221	180	5,614	105.3%	239	230.5	133.1%	33.9	26.8	79%
Hollywood BI Fairfax BI	217	4,255	217	7,524		128.8	259.1				
Huntington Park Shuttle	611	823	611	862	104.8%	49.8	46.7	93.8%	16.5	18.5	112%
Studio City - Beverly Hills	218	429	218	450	104.8%	25.1	32.4	129.1%	17.1	13.9	81%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	6,165	260/261	5,803	103.5%	174.7	187.2	127.5%	35.3	28.7	81%
Pasadena - Altadena via Fair Oaks Av		-	660	580		0	35.5				
Pasadena - Highland Park - Eastern Av	256	581	256	0	103.5%	53.8	0	91.6%	12.8	14.4	113%

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q2	Line (2025)	Avg Sunday Boardings Q2 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Fremont Av - Eastern Av - Garfield Av		-	258	953		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	955	267	729		67.2	46.2				
El Monte - Pasadena via Baldwin Av	268	778	268	427		54.3	29.8				
Arcadia - Santa Anita Av - El Monte		-	287	264		0	15.8				
Downtown LA - San Gabriel BI	487	867	487	448		68.9	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av		-	662	998		0	73.1				
Los Robles Av (687); Allen Av (686)	686/687	508		0		45.1	0				
Downtown LA - Norwalk - Disneyland	460	2,847	460	2,940	103.3%	153.1	150.7	98.4%	18.6	19.5	105%
Whitter BI W 6th St	18	9,144	18	13,345	102.5%	203.3	345	136.8%	41.1	30.8	75%
Wilshire BI Local	20	5,508	20	5,544		183.9	248.4				
Wilshire BI Rapid	720	15,184	720	11,706		339.2	400.3				
Imperial Hwy	120	1,547	120	1,573	101.7%	87.7	87.7	100.0%	17.6	17.9	102%
Crenshaw BI	210	8,484	210	8,606	101.4%	189.8	308	162.3%	44.7	27.9	63%
Montebello - Downtown LA via Cesar Chavez Av	68	3,938		-	101.3%	102.3	0	123.9%	36.3	29.7	82%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	70	7,028	70	9,710		182.1	292				
Downtown LA - City Terrace - CSULA	71	434		-		29.5	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace		-	106	1,837		0	96.9				
Vernon Av, La Cienega BI	105	8,345	105	8,382	100.4%	165.1	220.5	133.6%	50.5	38.0	75%
Plummer St, Woodman Av	158	807	158	807	99.9%	37.9	43	113.5%	21.3	18.8	88%
Figueroa St	81	6,322	81	6,234	99.6%	160.3	202.5	123.5%	33.0	26.6	81%
Downtown LA - Eagle Rock via York BI	83	1,464		-		75.6	0				
East Hollywood - Highland Park - Rose Hill		-	182	1,517		0	88.9				
Venice BI Local	33	5,750	33	11,532	99.3%	173.8	359.7	99.8%	32.2	32.1	100%
Venice BI Rapid	733	5,862		-		186.6	0				
La Brea Av	212	5,779	212	5,738	99.3%	136.9	187.6	137.0%	42.2	30.6	72%
Manchester Av - Firestone BI	115	6,584	115	6,451	98.0%	165	168.4	102.1%	39.9	38.3	96%
Laurel Canyon BI	230	1,624	230	1,590	97.9%	57	56.4	98.9%	28.5	28.2	99%
Laurel Canyon BI	206	5,946	206	5,775	97.1%	115.6	134.2	116.1%	51.4	43.0	84%
Sunset BI (became Sunset BI - Alvarado St)	2	6,323	2	12,906	96.9%	185.3	379.6	123.1%	43.2	34.0	79%
Alvarado St	200	7,001		-		123	0				

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q2	Line (2025)	Avg Sunday Boardings Q2 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Florence Av	111	8,909	111	8,616	96.7%	211.3	213.6	101.1%	42.2	40.3	96%
Beverly BI - W Adams BI	14/37	6,981	14/37	6,577	94.2%	186.4	208.9	112.1%	37.5	31.5	84%
Broadway Local	45	8,396	45	8,564	93.8%	200.3	257.2	128.3%	39.1	28.6	73%
Compton BI, Somerset BI		-	127	999		0	77.3				
Broadway Rapid	745	1,803		-		60.5	0				
MLK - Hawthorne BI	40	8,934	40	8,312	93.0%	246.5	298	120.9%	36.2	27.9	77%
Olympic BI Local	28	6,974	28	6,393	91.7%	217.4	208.9	96.1%	32.1	30.6	95%
Telegraph Rd	62	2,081	62	1,905	91.5%	88.5	86.2	97.4%	23.5	22.1	94%
Paramount BI	265	628	265	566	90.2%	37.5	37.5	100.0%	16.7	15.1	90%
Hoover St	603	4,928	603	4,803	88.8%	127.5	161.3	103.7%	34.7	29.8	86%
Silver Lake	201	479		-		28.1	0				
Coldwater Canyon Av - Devonshire St	167	1,038	167	887	85.5%	69.1	70.6	102.2%	15.0	12.6	84%
Vermont Av Rapid	754	8,906	754	7,589	85.2%	111.4	140.7	126.3%	79.9	53.9	67%
Washington BI/W Jefferson BI	35/38	3,001	35/38	2,511	83.7%	105.7	102.2	96.7%	28.4	24.6	87%
Melrose Av/Main St/San Pedro St	10/48	4,675	10/48	3,859	82.5%	145	144.5	99.7%	32.2	26.7	83%
Downtown LA - Artesia via Long Beach BI	60	9,783	60	7,912	80.9%	224.3	305.2	136.1%	43.6	25.9	59%
Valley BI	76	4,962	76	3,954	79.7%	137	152.8	111.5%	36.2	25.9	71%
Avalon BI, W 7th St	51/52	13,829	51	10,864	78.6%	263.9	263	99.7%	52.4	41.3	79%
La Tijera BI, Exposition BI	102	1,394	102	1,087	78.0%	78.1	66.4	85.0%	17.8	16.4	92%
Riverside Dr	96	571	296	409	71.6%	38.8	31.4	80.9%	14.7	13.0	89%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	10,231	901	7,184	70.2%	220.5	288.4	130.8%	46.4	24.9	54%
Pico BI	30	8,181	30	5,674	69.3%	204	138.3	67.8%	40.1	41.0	102%
Santa Monica - Malibu via Pacific Coast Hwy	534	814	134	564	69.3%	44.4	51.3	115.5%	18.3	11.0	60%
Westwood - Pacific Palisades	602	384	602	219	56.9%	37.3	49.7	133.2%	10.3	4.4	43%
Warner Center Shuttle	601	696	601	234	33.7%	71	33.8	47.6%	9.8	6.9	71%
Alondra BI		-	128	573	New Sunday Service	0	43.7	N/A	N/A	13.1	N/A
Tampa Av & Winnetka Av		-	242/243	1,010	New Sunday Service	0	55	N/A	N/A	18.4	N/A
Artesia BI	130	921		-	Transferred to Municipal Agencies	57.2	0	N/A	16.1	N/A	N/A
Saticoy St		-	169	1,025	New Sunday Service	0	61.9	N/A	N/A	16.6	N/A
South Gate Shuttle	612	804			Replaced with Micro	52.7	0	N/A	15.3	N/A	N/A



NextGen Ridership Update Quarter 2, Calendar Year 2025

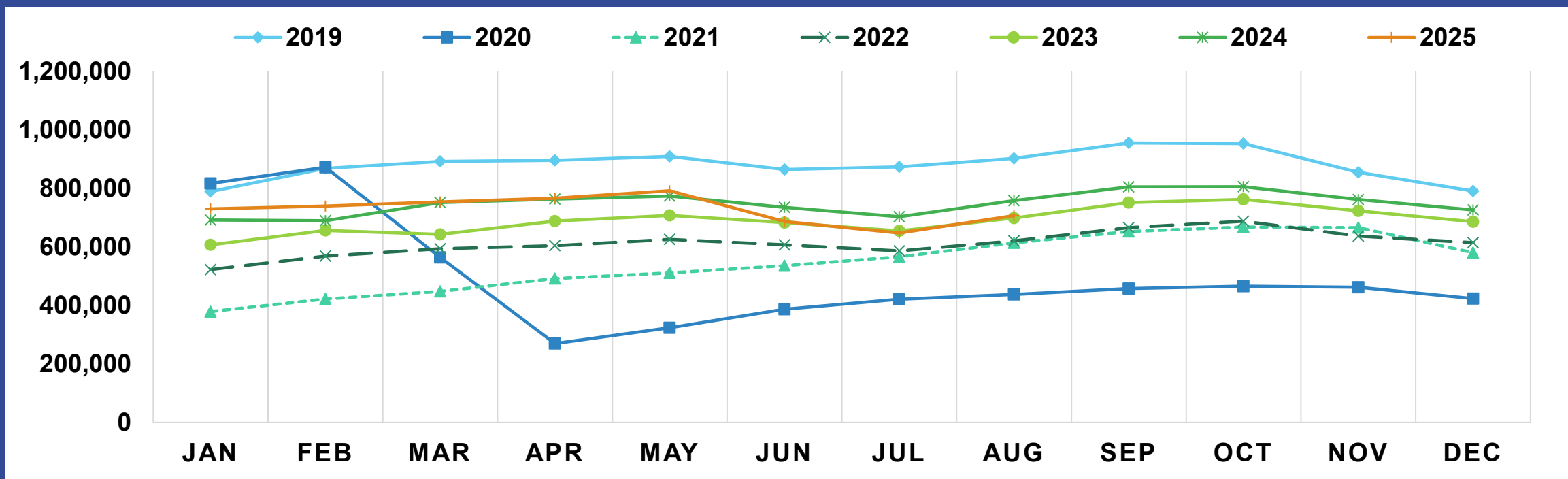
Operations, Safety, and Customer Experience Committee

October 16, 2025



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Average Weekday Ridership 2019-2025

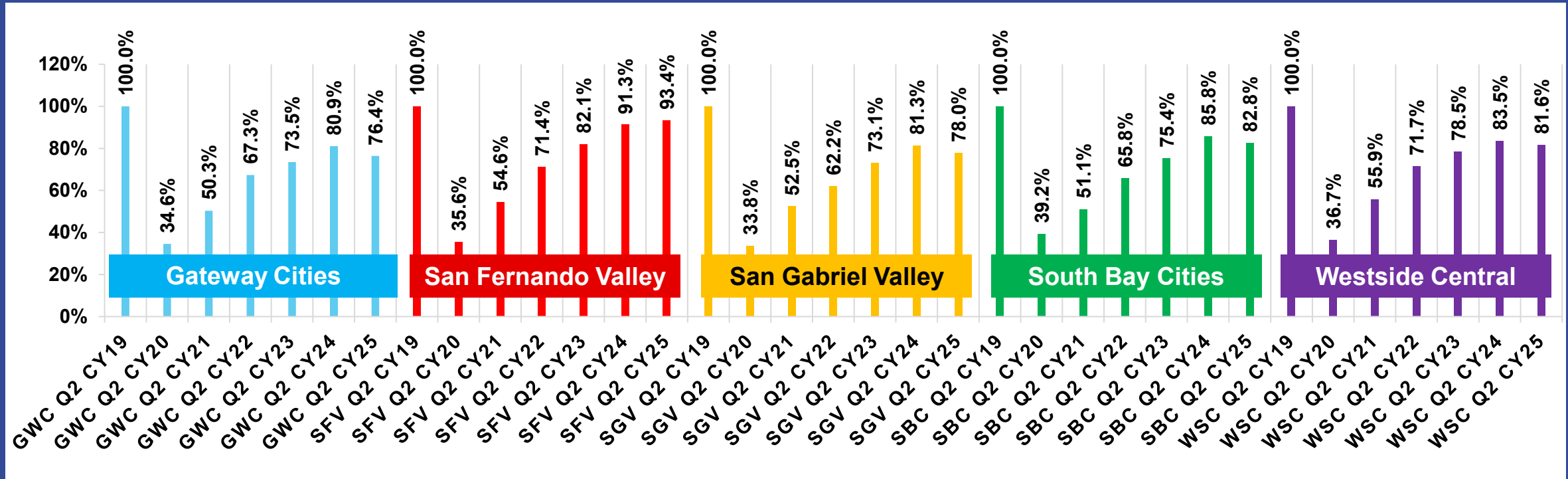


- Average weekday ridership recovery (Q2 CY 2025 versus pre-COVID 2019 Q1) declined for the first time in 2.5 years to 84.1%, down from 85.1% in Q2 CY2024. April (+0.4%) and May (+2.4%) were up, but June (-6.6%) was significantly down, likely an impact from immigration enforcement.
- Q2 CY2025 average Saturday ridership recovery was 90.9%, down from 92.4% in Q2 CY2024. April (+3.0%) and May (+1.8%) were up but June (-10.2%) was significantly down.
- Q2 CY2025 average Sunday ridership recovery was 102.8% of pre-COVID 2019 Q1 level, up from 100.3% in Q2 CY2024, thanks to strong growth in April (+7.7%) and May (+3.8%), even with a decline (-2.9%) in June 2025 compared to 2024.



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Average Weekday Ridership Recovery by Service Area Q2 CY2019 – Q2 CY2025

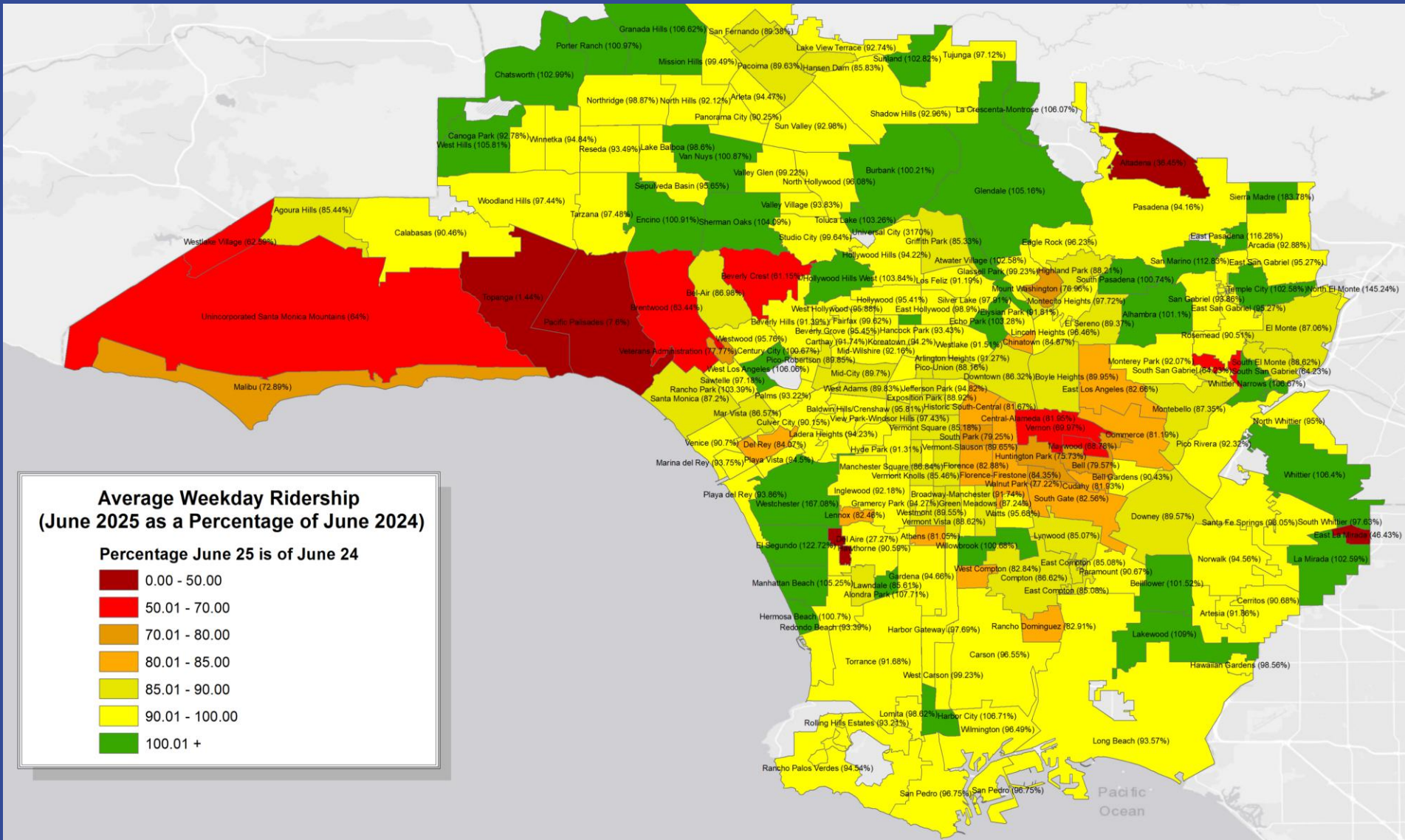


- Only the San Fernando Valley (SFV) service area had an improved recovery rates in Q2 CY2025: weekdays up to 93.4%, while the other four areas were down by 1.9-4.5% compared to Q2 CY2024. Largest declines were in Gateway Cities.
- SFV at 102.4% Saturdays (1.0% increase) and 117.4% (2.9% increase) Sundays compared to Q2 CY2024. Weekend recovery for the other four areas declined (-2.7% to -6.1% Saturday and -1.9 to -4.8% Sunday).
- The EFC share of average weekday ridership continues to hold at 1.0% above pre-pandemic levels weekdays but has declined slightly on weekends.



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June 2025 as % of June 2024 Average Weekday Ridership



Noticeably, larger declines are seen in the areas impacted by the January 2025 fires, and in parts of the southeast LA region where immigration enforcement were most common.

Weekday Ridership by Time Period

Q2 CY2019 to Q2 CY2025

Time Period	CY2021 Q2	CY2025 Q2
Early AM (4 a.m.-6 a.m.)	48%	74%
AM Peak (6 a.m.-9 a.m.)	43%	70%
Base (9 a.m.-3 p.m.)	58%	86%
PM Peak (3 p.m.-6 p.m.)	50%	76%
Evening (6 p.m.-9 p.m.)	56%	82%
Late Evening (9 p.m.-12 a.m.)	59%	93%
Owl (12 a.m.-4 a.m.)	63%	95%

Midday ridership recovery (base) at 86% 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 70% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 76% has stronger recovery than AM peak but both peaks saw the biggest declines in recovery.
- Late evening and Owl ridership periods recovered most strongly at 93% and 95% as these periods typically serve transit-dependent shift workers. These periods were the only ones to increase their recovery rates.



Average Line/Group Ridership Recovery

- In Q2 CY2025, ridership fully recovered to above pre-pandemic levels on 19 weekday lines (down from 28 in Q1 CY2025 but up from 18 in Q2 CY2024), with 32 Saturday lines (down from 50 in Q1 CY2025, but up from 24 in Q2 CY2024), and 44 Sunday lines (down from 50 in Q1 CY2025 but up from 40 in Q2 CY2024).
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings, but many of the busiest lines also saw the biggest declines in Q2 CY2025.
- Ridership declines were widespread in Q2 CY2025 in June 2025 due to immigration enforcement.
- Lines serving downtown LA and other regional office locations and with lower frequency continue to recover more slowly, with better ridership recovery for lines receiving improved frequencies.
- Productivity (boardings/revenue service hour) in Q2 CY2025 compared to pre-pandemic was reduced for weekday, Saturday, and Sunday due to significant service investment exceeding ridership growth.

Number of Lines with Above Average Recovery in Q2 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	15	16	12
Tier 2	14	13	13
Tier 3	9	11	9
Tier 4	4	5	4
Total	42 (52%)	45 (60%)	38 (51%)

Bus Speed & Reliability Projects

DRAFT, 5/15/2025

Metro Bus Lanes

- Installed
- Pending Installation
- Planned

Jurisdictions

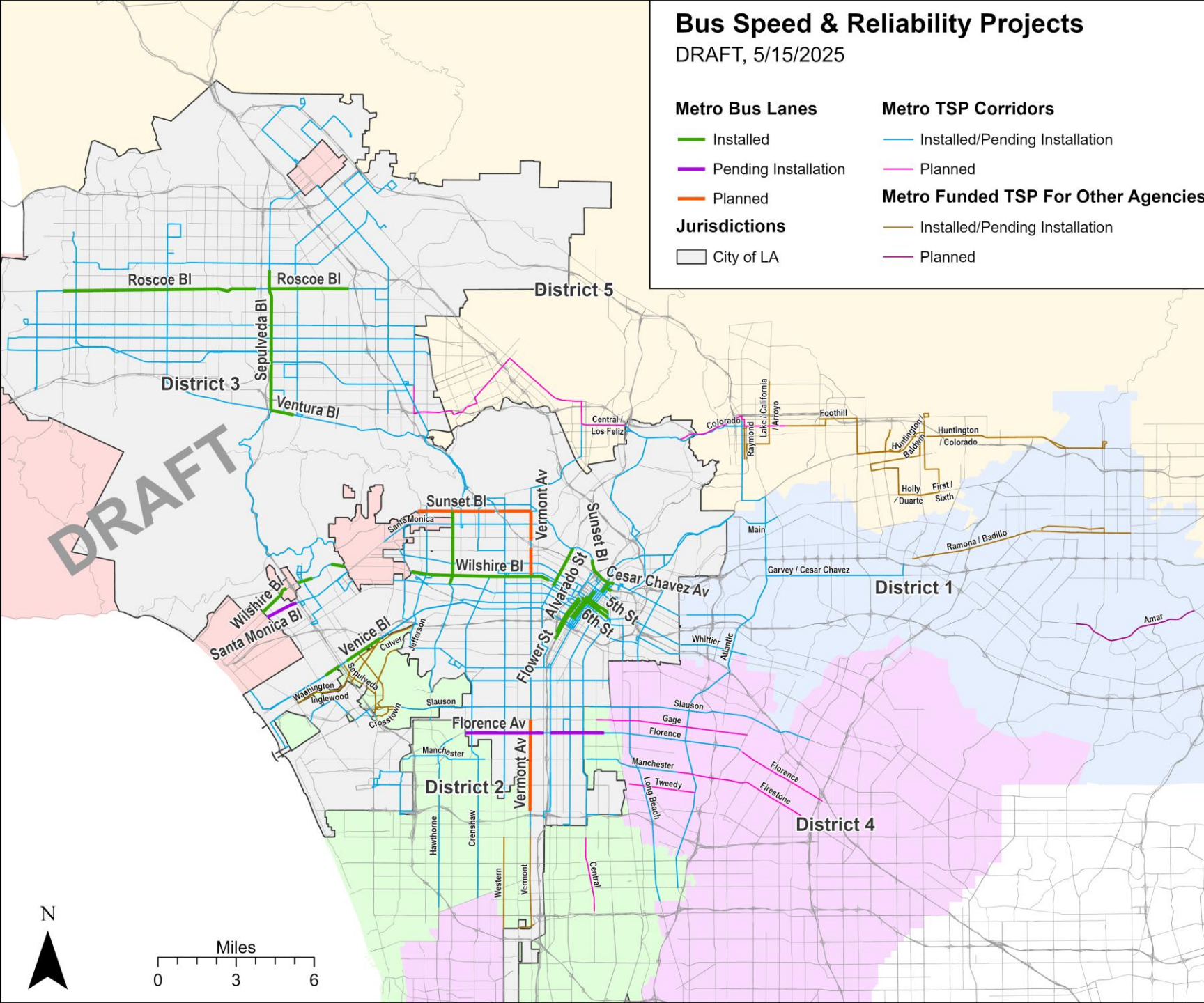
- City of LA

Metro TSP Corridors

- Installed/Pending Installation
- Planned

Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



Speed & Reliability Updates

Bus lane progress

- 70.7 lane-miles complete
- 12.6 lane-miles pending installation
- 11.5 lane-miles planned

Florence Av

- 10.2 lane-miles under construction

Sunset Bl

- 8.4 lane-miles planned between Vermont Av and Havenhurst Dr

Recent on-board rider bus lane survey

- 71% reported faster travel times
- 69% reported improved reliability

Transit Signal Priority (TSP)

- Upgrading 2,000 TSP signals to cloud-based technology with 500 new TSP signals. Complete by end of 2026.

Bus stop consolidation

- 318 stops consolidated to balance speed and accessibility on Metro's busiest lines.

All door boarding

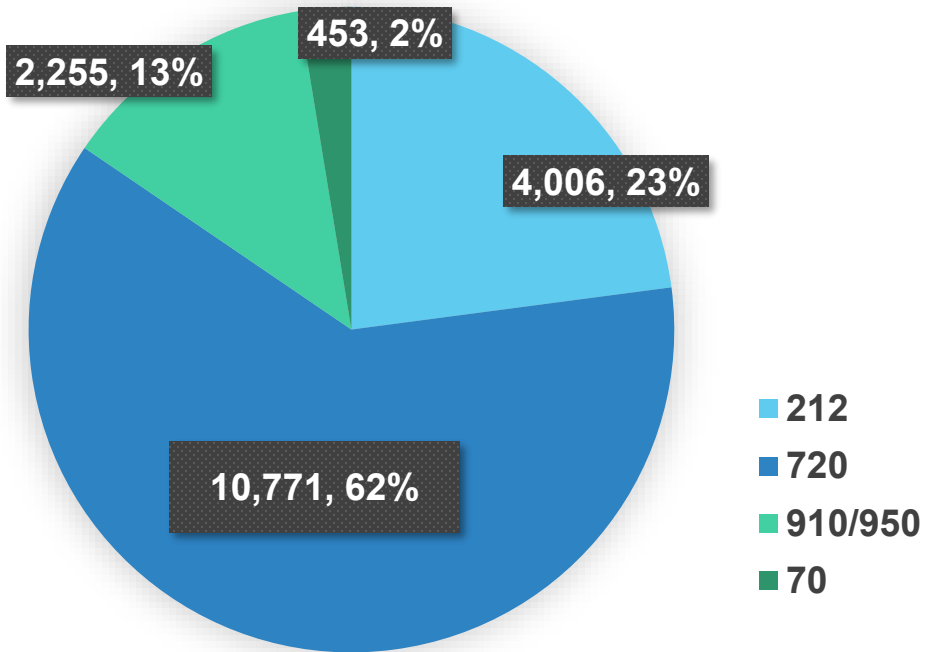
- Three pilot lines continue operation
- Launch systemwide pending successful testing and software update.

Headway Based Operation Pilot

- Pilot completed for Line 16

Bus Lane Enforcement (BLE) Program **August 2025 Update**

Violations by Route

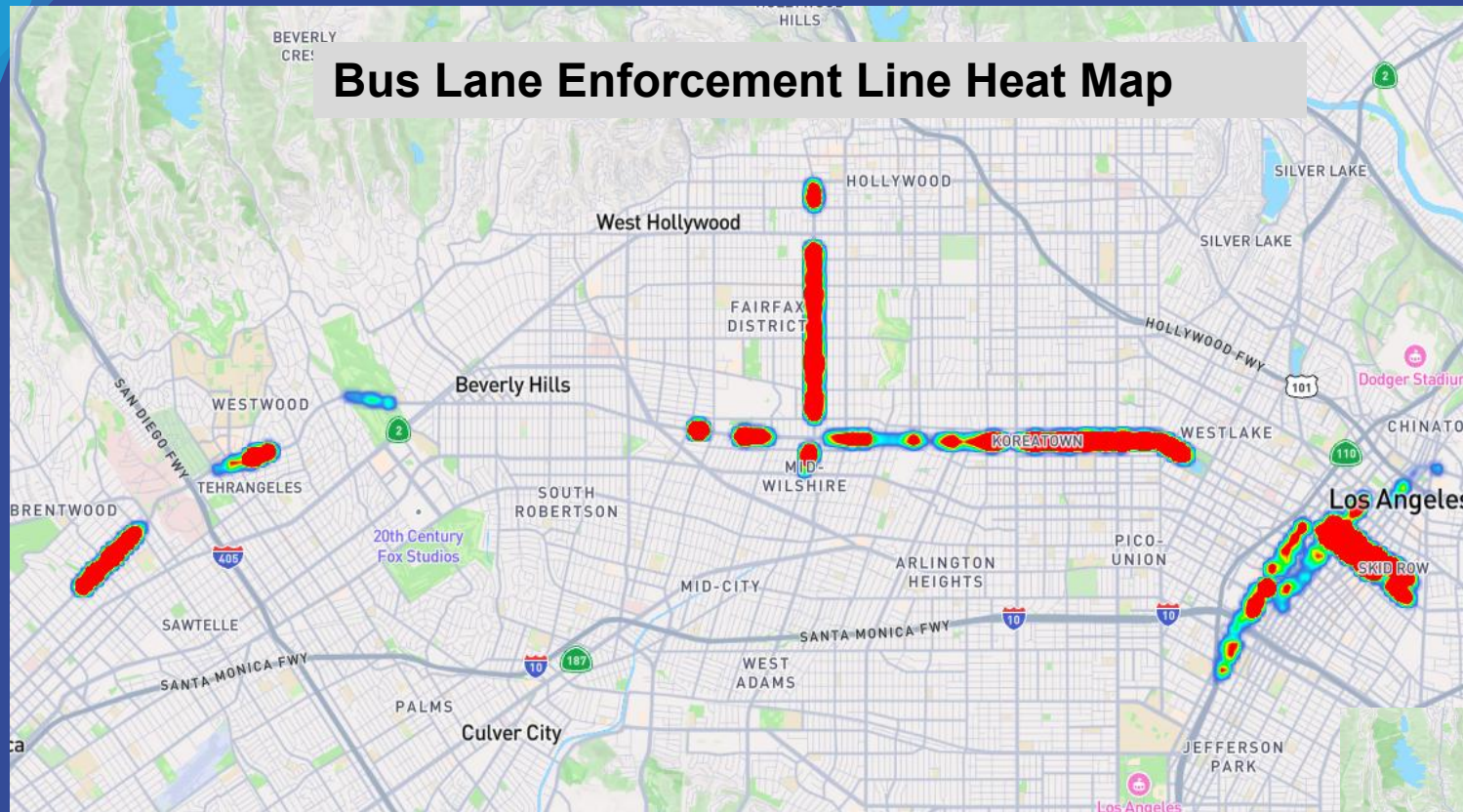


- Approved by LA City Council October 2024
- 100 bus fleet vehicles launched May 12, 2025
- Implemented on Lines 212, 720, 910/950, 70
- West Hollywood launched on Lines 212 on July 1, 2025
- 22.69 miles of bus lanes
- 183 bus stops enforced

August 2025 Enforcement

- 74% (177) of all bus lane locations with 10+ events
- 46% (85) of bus stops with 10+ events
- 771 bus lane events per mile
- 5,325 bus stop events
- 10% repeat offenders
- 22,361 events
- **16,222** citations processed

Bus Lane Enforcement Line Heat Map



Top 5 Reasons for Event Rejections

- No Violation
- Vehicle – Authorized Transit
- Unable to Read State
- Vehicle - Local/State/Federal Government
- Vehicle - Utilities

Top 5 Bus Stop Violation Locations

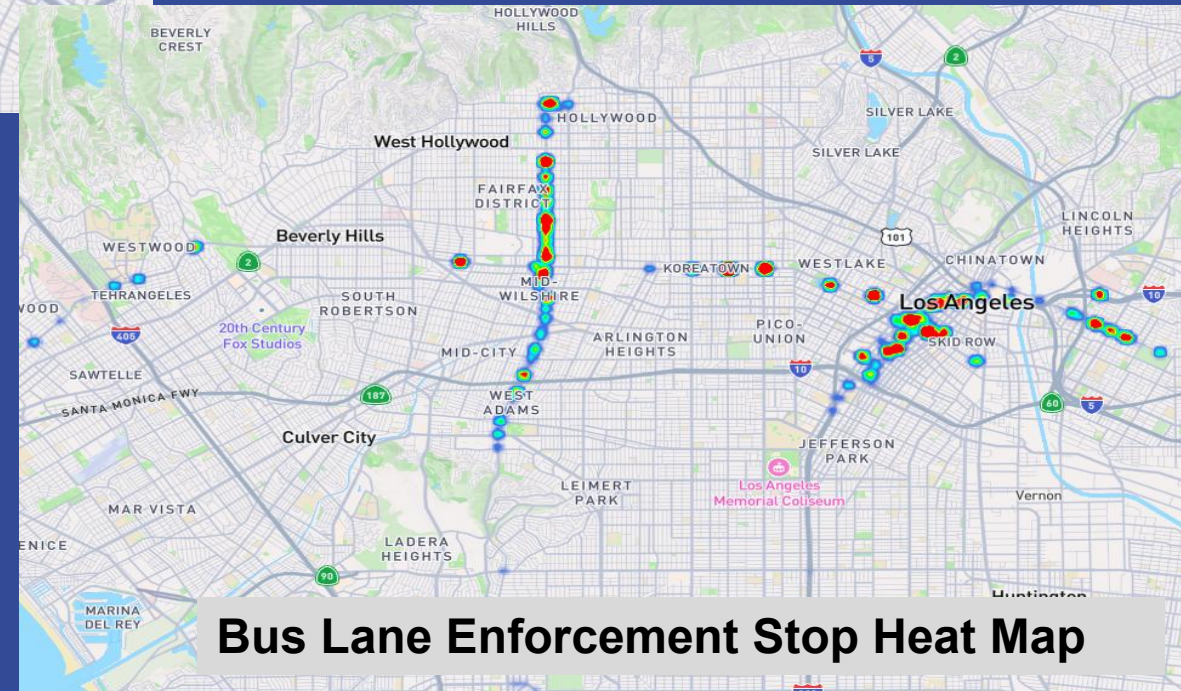
- Olive St @ Olympic Bl: **389**
- Wilshire Blvd @ Irolo St: **316**
- Cesar Chavez Av @ Chicago: **282**
- Grand Av @ 3rd St: **203**
- Grand Ave @ 8th St: **195**

Top 5 Bus Lane Violation Locations

- Eastbound 6th St @ Grand Av: **684**
- Eastbound 6th St @ Broadway: **567**
- Westbound Wilshire Blvd @ Shatto Pl: **537**
- Southbound Flower St @ Cameron Ln: **480**
- Southbound La Brea Av @ 1st St: **459**



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Bus Lane Enforcement Stop Heat Map