



Board Report

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Agenda Number: 22.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 19, 2020**

SUBJECT: STATUS OF MOTION 10.1: FY21 OPERATIONS RECOVERY PLAN

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on the November 2020 response to Motion 10.1: FY21 Operations Recovery Plan

ISSUE

On September 24, 2020, the Metro Board of Directors (Board) approved Motion 10.1: FY21 Operations Recovery Plan (Attachment A) directing staff to:

- A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:
 1. Aligns bus lines with their respective NextGen service tier standards.
 2. Does not exceed maximum load factors on buses and trains based on industry accepted health and safety standards.
 3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school re-openings and the return of traffic congestion and effect on bus speeds.
 4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.
 5. Restores revenue service hours as appropriate to achieve all of the above outcomes.
- B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.

This report addresses Items 1-5 in Section A above.

BACKGROUND

In September 2020, the Board approved the FY21 Annual Budget which included 5.6M annual Revenue Service Hours (RSH) for Metro bus operations. Motion 10.1: FY21 Operations Recovery Plan was approved as part of the budget deliberations to direct staff to monitor service performance and determine criteria for increasing service to levels envisioned by NextGen while balancing vehicle loads, financial constraints, public health directives, and service quality.

DISCUSSION

The goal of the NextGen Plan is to create an attractive and competitive world-class bus system. To achieve this goal, Metro will refocus service, simplify routes and schedules, and invest in more capital improvements to help maximize bus speed, reliability and customer experience. Service priorities included increasing frequency, creating greater transit connectivity, eliminating transfer for long distance travel, reliability and more evening and weekend service.

The NextGen Plan comprises a network redesign in addition to establishing a framework for achieving desired service levels, by tier, on the new network. While the COVID pandemic has limited Metro's financial capacity to implement the service levels anticipated in the first phase of NextGen, the network routing changes can still be made on the plan's schedule. The first phase of implementation will establish a portion of the new network along with levels of service that allow capacity for the current ridership levels. From this first phase, Metro will build service levels in accordance with the service principles established in the plan.

Despite the financial challenges, the NextGen vision and plan to deliver a world-class bus service are still intact. The responses provided below will guide Metro's approach to building service as riders return to the system.

1. Aligns bus lines with their respective NextGen service tier standards

To ensure the core network has consistent frequencies and span of service, NextGen categorized all bus lines into service tiers based on ridership, transit propensity, equity, and overall travel demand. Each tier is assigned a frequency designation by time of day and day of week, with Tier 1 and 2 services being the most frequent and Tier 3 and 4 being less frequent. This method promotes consistency within each tier and between service changes by allowing extra capacity to absorb some variation in ridership, thus simplifying the bus system for the customer while also maintaining operational efficiency. Stabilizing frequencies by service tiers improves the attractiveness and competitiveness of the service and is expected to increase usage particularly in the off-peak periods, as identified in NextGen.

Attachment B lists all bus lines by service tier for the December 2020 shake-up, as well as the NextGen Transit First full buildout scenario frequencies. Attachment B will be used as the guidepost to track progress towards fully meeting the frequency designations within the NextGen Bus Plan, as approved by the Board at the October 2020 meeting.

2. Do not exceed maximum load factors on buses and trains based on industry accepted health and safety standards

Prior to COVID-19, service levels were scheduled according to max. load standard of 130%, meaning buses should not exceed an average of 130% of seated capacity during any 20 min. time slice during peak periods and 60 min. time slices during off peak period. Since the pandemic, service has been scheduled to maintain a max. load standard of 75%. This level of load roughly assumes every other seat is occupied with about 10 standees on a 40' bus and equates to roughly 50% of the standard person-carrying-capacity of the buses. This approach is consistent with current practices across the domestic transit industry.

3. Set criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds

Service planning monitors several data points and information to determine when and where additional bus service should be added or adjusted. Throughout the pandemic and during recovery, the criteria affecting service levels include percent of trips exceeding maximum load standard, ridership potential, public health directives, resource availability, and performance. While the NextGen vision will provide the roadmap for restoring service levels, all these factors will affect the timing of the anticipated changes.

Percent of Trips Exceeding Maximum Load Standard

During the pandemic, the maximum load standard has been reduced from the pre-COVID level of 130% to 75% (roughly assumes every other seat is occupied with about 10 standees on a 40' bus). There can be several reasons for heavy loads, including daily fluctuations of ridership between trips, cancelled or late trips as well as increasing ridership. Therefore, it is nearly impossible to guarantee all trips are within the maximum load standard.

Based on operations performance data during the weeks between 9/19/20 and 10/10/20, an average of 1.9% of weekly trips exceeded the 75% maximum load standard (Figure 1), meaning 98% of weekly trips were under the 75% load standard. From this point forward and until public health officials begin relaxing COVID-19 safety guidance, staff will strive to limit the percent of weekly trips exceeding the load standard to less than this benchmark of 2%.

Figure 1
Percent Weekly Trips Exceeding Load Standard

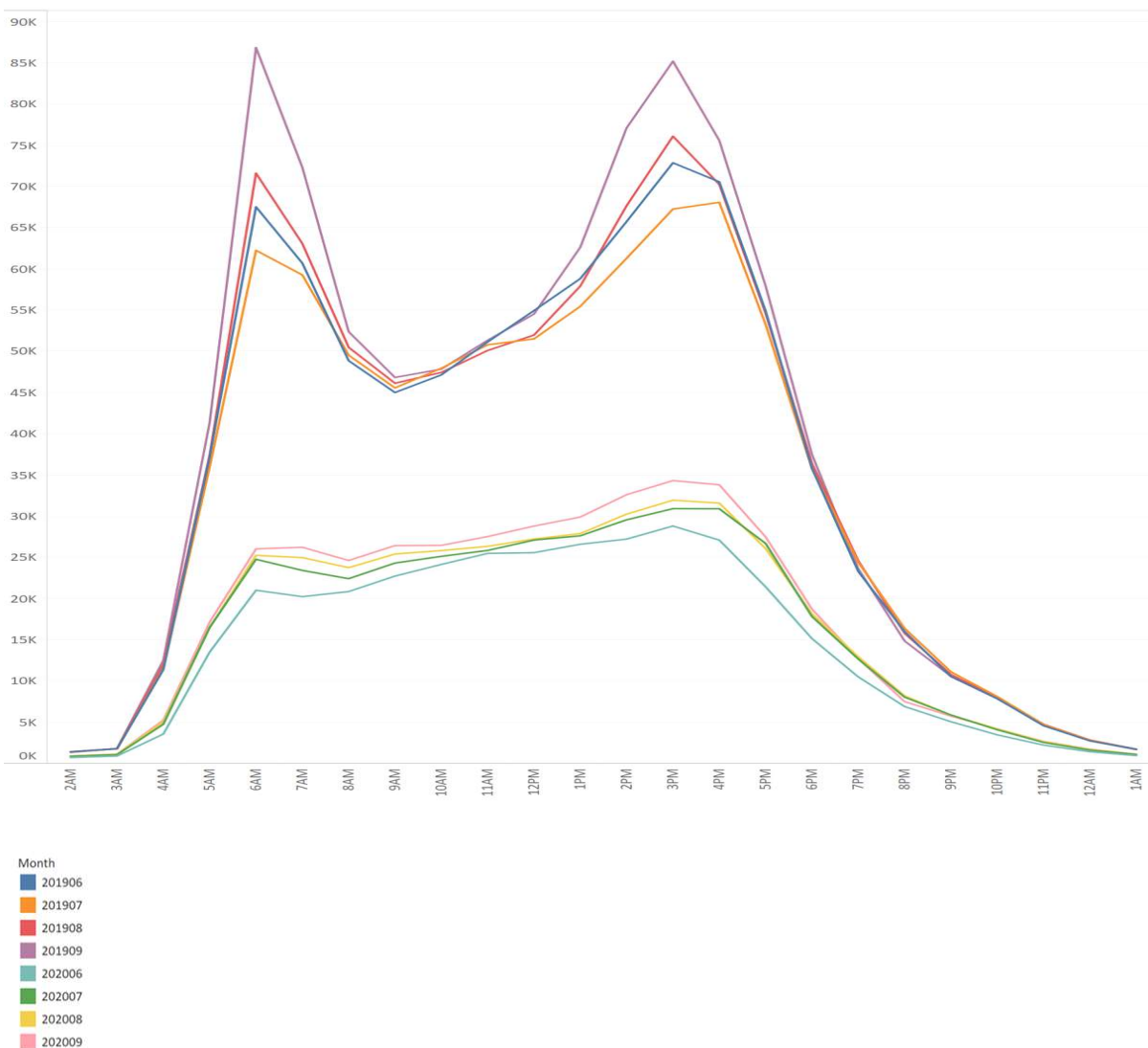
9/19/2020	9/26/2020	10/3/2020	10/10/2020	Average
1.8%	1.8%	2.0%	2.2%	1.9%

Service Planning and Scheduling staff continues to monitor loads weekly on every trip for weekdays, Saturdays and Sundays. For the December 2020 service change, less utilized trips (under 50% loads) will be reallocated to lines during time periods that experience average trips exceeding the 75% load standard. In addition, 59 weekday and 49 Saturday trips will be added to further ensure that average loads are within the load standard. These additional trips will be implemented within the Board approved FY21 budget.

Ridership Potential

While addressing heavy loads is a reactive effort, tracking and forecasting ridership is a proactive activity to help prioritize where and when service should be restored first irrespective of loads. Operations continues to monitor ridership by line and time period on a weekly and monthly basis. Figure 2 shows that since the pandemic, Metro has experienced a significant loss in ridership. Most notably, the decline is much more pronounced during the peak periods vs. midday, likely due to peak hour office workers and school/college students telecommuting while midday essential work and other trips continued to be made on transit in volumes closer to pre-COVID levels.

Figure 2



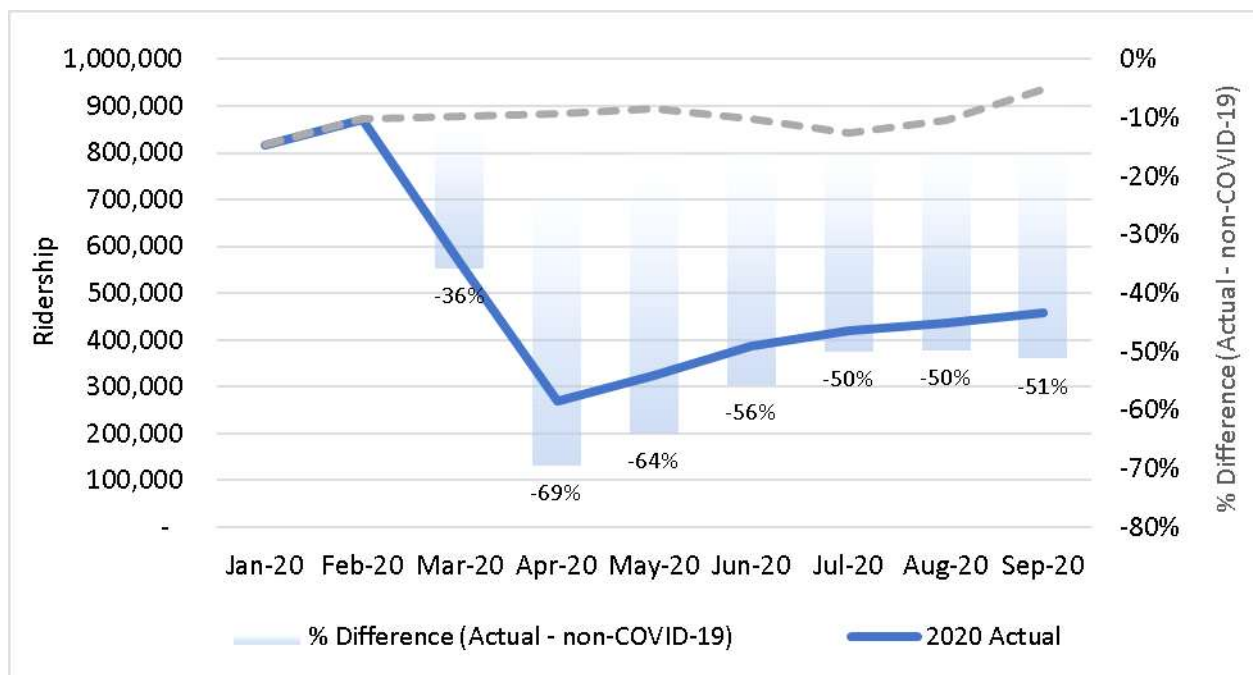
2019 and 2020 Weekday Bus Ridership by Time of Day (June-Sept)

Attachment C provides a detailed analysis of ridership through the COVID-19 pandemic. As with most transit agencies in the country, Metro experienced systemwide ridership declines starting at the end of FY14. Immediately prior to COVID-19, the ridership decline began leveling off, with

January and February 2020 posting 3-4% gains compared to the previous year. Just as Metro’s ridership began recovering, the COVID-19 pandemic hit LA County in March 2020 with Safer at Home orders significantly impacting travel.

Figure 3 shows the forecasted ridership trend with and without COVID-19. If the pandemic never materialized in the county, ridership could have been expected to grow every month by an average of 0.9% compared to the previous year. Unfortunately, the pandemic resulted in a significant ridership decline starting in March 2020 with a low of 269,356 in April 2020, representing a 69% decline from the forecasted non-COVID-19 April 2020 ridership. Bus ridership increased between May and July 2020 as Safer at Home orders were relaxed and has remained steady at about 50% reduction from non-COVID-19 forecasts since then.

Figure 3
Forecasted non-COVID-19 Ridership vs. Actual (January 2020 - September 2020)



Recent trends since April 2020 show that bus ridership is rebounding, particularly on Tier 1 and 2 lines and within the core areas of the system, where NextGen identified higher ridership potential. These corridors and areas are expected to continue to recover faster and thus are the focus of Phase 1 service enhancements. These enhancements are consistent with and build towards the full delivery of the NextGen Bus Plan.

Public Health Directives

Overall travel dropped immediately as Safer at Home orders were issued in Mid-March 2020. Travel began recovering throughout the region between May and July 2020 and then began to

decrease again in August 2020 as COVID-19 cases were on the rise.

Remote working continues to affect traditional travel demand in the County. As work from home options expanded, travel patterns during the peak period were more focused on shorter distance trips in local communities, thereby freeing up auto-based commute corridors for essential trips. Many workers who have transitioned to telecommuting at the beginning of the pandemic have continued to work from home, reducing travel and transit demand to key employment centers such as Downtown LA and the Westside. This trend is borne out by a drop of over 50 percent in travel to Downtown LA and Santa Monica between January 2020 and August 2020.

As a result, the telecommuters have shifted their travel from employment centers to neighborhoods around their home location (i.e. residential areas). While average trip-making between January and August 2020 declined by only 13%, average person miles traveled (PMT) decreased 32% during the same period. Furthermore, the biggest drop in both trip-making and PMT was during the early AM (4-6 AM) and AM peak (6-9 AM) (i.e. commute trips), while the midday and afternoon periods showed a faster recovery in trip-making and PMT, indicating that residents have shifted their non-commute travel-making to their home neighborhoods.

Traditionally, about 30,000 annualized RSH are dedicated to school tripper service (extra trips during school bell times to accommodate the surge in demand as students travel to or are released from campus). With Safer at Home orders and remote learning, these trippers were not needed for the current bus schedules. Scheduling staff continue to monitor public health directives regarding the return to in-person schooling and the potential ridership impacts to lines serving students. When in-person schooling returns, staff anticipates several additional considerations, such as the number of students who will attend in-person on a daily basis, the potential staggering of school day start and end times, the number of students who will ride the bus vs. other modes of transportation, and the impact of student ridership on passenger loads. Revenue service hours have been reserved in the FY21 budget to add school tripper service if and when needed.

In addition to school service, a detailed analysis of Location Based Services (cell phone location) data was conducted to understand the changes to overall travel within LA County as a result of the pandemic (Attachment D). Analyzing overall travel patterns helps to understand if transit ridership is tracking similarly to these trends and to anticipate the next emerging markets.

Resource Availability

Financial

Since bus service levels are an ongoing expense, to increase bus RSH further will exceed the FY21 approved 5.6 million RSH, and therefore would require a matching growth in recurring operations eligible funds and/or cost saving offsets. Most of Metro bus service is funded through sales tax and fare revenues. With the pandemic restricting economic activity, sales taxes and other operations eligible revenues were significantly reduced during the end of FY20 and beginning of FY21. In addition, rear door boarding has virtually eliminated fare revenues. These declines in recurring revenues were partly backfilled for FY21 with one-time CARES Act funding of \$861M. Therefore, before considering an increase in FY22 funding for additional service, the one-time CARES Act funding must first be backfilled with a new Federal stimulus bill, increases in sales taxes and/or other funding sources, or operations eligible funds currently not assigned to

operations must be reprioritized to be spent on additional bus service.

It should be noted that, while there is interest and pressure to increase service levels, Metro must also balance the desire for higher service levels with the imperative to continue investing heavily in the State of Good Repair (SGR) program to ensure existing assets are rehabilitated and maintenance and capital replacement backlogs are addressed to ensure the continued reliability of the transit system.

OMB will be providing the Board with an update on FY21Q1 revenue forecasts in January 2021 as well as budget to actual variance which will provide a clearer understanding of the financial capacity to add service and maintain the system in a state of good repair.

Staffing

The bus operators to assignment ratio (OAR) traditionally averages around 1.2. This ensures there are 20% more operators than assignments to cover vacations, sick leave, family medical leave, miss outs, and other absences. With the pandemic, there are additional reasons for operators missing assignments, including COVID-19 quarantine, caregiving and childcare which accounted for approximately 17% of bus operator absences for the week of September 25, 2020. Therefore, it is prudent at this time to maintain an OAR of 1.25 for additional extraboard operators to cover such absences.

For December 2020, given the available operators and the service levels planned, the OAR is expected to be at least 1.25. Therefore, prior to adding additional service, operator hiring will need to resume (hiring was temporarily suspended in May 2020). Adding service without sufficient operator availability results in a significant amount of cancelled service and/or overworked operators due to increased overtime. Operations is currently interviewing candidates and has scheduled classes starting in January 2021.

Performance

Prior to the pandemic, Metro buses on an average weekday carried about 45 boardings per revenue service hour (bdgs/RSH). Over the past four months, productivity decreased to about 30 bdgs/RSH and has remained steady. The drop in performance is due to the change in maximum load standard to allow for distancing on the buses - Metro is currently providing approximately 80% of pre-COVID service but carrying only 50% of the ridership.. Moving forward, service increases should continue to achieve 30 bdgs/RSH until load standards can be safely raised, contingent on COVID-19 safety guidance by state and local public health officials.

4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes

Since the June 21, 2020 service changes, in service speeds have increased 4% systemwide on weekdays and Saturdays, and 2% on Sundays compared to the same period in 2019. These efficiencies have been reinvested into more service as trips per hour increased 6% from 0.72 to 0.76.

5. Restore revenue service hours as appropriate to achieve all the above outcomes

The December 2020 service change will restore the following services to address higher loads and to begin implementing midday frequency improvements established in the NextGen Bus Plan.

- Adding trips for additional capacity where ridership is highest:
 - 181 trips added weekdays on 35 lines
 - 74 trips added Saturdays on 15 lines
 - 27 trips added Sundays on 5 lines

- Improving daytime weekday frequencies:
 - Lines 53 (Central Av), 55 (Compton Av), 70 (Garvey Av), 115 (Manchester Av/Firestone BI), 152 (Roscoe BI), 603 (Hoover St) improved to 15-minute frequency daytime weekdays
 - Line 734 (Sepulveda BI) improved to 20-minute frequency daytime weekdays
 - Lines 165 (Vanowen St) and 234 (Sepulveda BI) improved to 20-minute frequency daytime weekdays
 - Lines 90/91 (Sunland/Sylmar via Foothill BI) improved to 30-minute frequency daytime weekdays

FINANCIAL IMPACT

Implementation of Metro's December 2020 service changes is included within Metro's FY21 Budget as approved at Metro Board's September 2020 meeting.

Impact to Budget

There is no impact to the approved Metro FY21 budget. The planned changes are made within the allowed for revenue service hours. OMB will be providing the Board with an update on FY21 revenue forecasts in January 2021 to provide a clearer understanding of financial capacity.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

NEXT STEPS


The next scheduled status report on Motion 10.1 will be in January 2021.

ATTACHMENTS

- Attachment A - Motion 10.1: FY21 Operations Recovery Plan
- Attachment B - December 2020 Scheduled vs. NextGen Planned Frequencies
- Attachment C - COVID-19 Ridership and Service Level Analysis
- Attachment D - Analysis of Travel Patterns During COVID-19

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Metro

Board Report

File #: 2020-0644, **File Type:** Motion / Motion Response

Agenda Number: 10.1.

REGULAR BOARD MEETING SEPTEMBER 24, 2020

Motion by:

DIRECTORS BONIN, GARCETTI, SOLIS, GARCIA, AND KUEHL

Related to Item 10: Fiscal Year 2021 (FY21) Budget

The COVID-19 Crisis has created incredible strain on Metro's operations and finances. An unprecedented drop in sales tax and other revenue has caused a \$1.2 billion decrease in Metro's budget from FY20 to FY21, with additional volatility likely throughout FY21 and beyond. At the same time, COVID-19 health and safety measures and labor agreements have increased operational costs per hour of service. Despite an infusion of federal funding from the CARES Act, Metro still faces an uncertain operations budget that will require continuous updates throughout the fiscal year.

The proposed FY21 budget is an accurate reflection of today's greatly diminished transit service levels. However, maintaining current service levels for the remainder of the fiscal year is not acceptable for riders nor is it consistent with the agency's strategic priorities, including NextGen. At a time when COVID-19 has exposed all of the region's underlying inequities, Metro must plan for and facilitate an equitable recovery that prioritizes the mobility needs of our county's most vulnerable populations, who disproportionately rely on bus service.

Metro should prepare an FY21 Operations Recovery Plan that outlines a clear decision-making framework for restoring service and identifies the financial and human resources needed at each stage of recovery. This Plan should clearly articulate how NextGen parameters are being applied to interim service decisions, in addition to public health and customer experience considerations. Most importantly, this Plan should commit to achieving NextGen's performance outcomes (revenue miles, number of high-frequency lines, number of people with access to frequent service), even if pre-COVID revenue service hours may not be necessary to achieve them.

SUBJECT: FY21 OPERATIONS RECOVERY PLAN

RECOMMENDATION

APPROVE Motion by Directors Bonin, Garcetti, Solis, Garcia, and Kuehl that the Board direct the Chief Executive Officer to:

- A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:
1. Aligns bus lines with their respective NextGen service tier standards.
 2. Does not exceed maximum load factors on buses and trains based on industry-accepted health and safety standards.
 3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds.
 4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.
 5. Restores revenue service hours as appropriate to achieve all of the above outcomes.
- B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.

Attachment B
December 2019 and 2020 Scheduled vs. NextGen Planned Frequencies

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
2, 302	Sunset Bl	Tier 1	15-20	15	15-20	15-20	7.5	10	12	12
200	Alvarado St	Tier 1	10-15	10-15	10-20	10-30	See Line 2	See Line 2	See Line 2	See Line 2
4	Santa Monica Bl	Tier 1	15-20	15	15	15	6	7.5	10	10
704	Santa Monica Bl Metro Rapid	Tier 1	18-25	20-25	20-30	20-30	See Line 4	See Line 4	See Line 4	See Line 4
16, 316	3rd St	Tier 1	5-9	5-9	6-12	6-12	6	7.5	7.5	7.5
18	Whittier Bl & W. 6th St	Tier 1	8-12	9-12	11-12	12-16	6	7.5	7.5	7.5
20	Wilshire Bl	Tier 1	12-25	15	15	15	5	5	6	6
720	Wilshire Bl Metro Rapid	Tier 1	6-15	7-15	10-17	10-17	10	See Line 20	See Line 20	See Line 20
28	Olympic Bl	Tier 1	8-15	12-15	15-18	15-18	7.5	10	15	15
728	Olympic Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 28	See Line 28	See Line 28	See Line 28
30, 330	Pico Bl & E. 1st St	Tier 1	10-20	12	10-15	10-15	10	10	15	15
33	Venice Bl	Tier 1	15-22	15	16-22	16-22	7.5	10	10	10
733	Venice Bl Metro Rapid	Tier 1	20-30	15-20	20-22	20-22	N/A	N/A	N/A	N/A
40	MLK, Crenshaw Bl, Hawthorne Bl	Tier 1	10-15	15	20	20	10	10	15	15
740	Crenshaw Bl, Hawthorne Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 40, 212	See Line 40, 212	See Line 40, 212	See Line 40, 212
45	Broadway	Tier 1	10-15	10-15	10-15	10-15	5	7.5	7.5	7.5
745	Broadway Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 45	See Line 45	See Line 45	See Line 45
51, 52, 351	Avalon Bl & 7th St	Tier 1	6-12	10	8-14	10-14	7.5	7.5	10	10
53	Central Ave	Tier 1	13-25	15	18-22	18-22	10	10	20	20
60	Long Beach Bl	Tier 1	5-10	10	12-15	12-15	5	10	10	10
760	Long Beach Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 60	See Line 60	See Line 60	See Line 60
66	E. Olympic Bl, 8th St	Tier 1	10-15	15	13-20	20	10	10	15	15
70	Garvey Ave	Tier 1	12-15	15-20	12-18	12-18	7.5	7.5	10	10
770	Garvey Ave/Cesar Chavez Av Metro Rapid	Tier 1	10-25	25	N/A	N/A	See Line 70	See Line 70	See Line 70	See Line 70
78, 79, 378	Huntington Dr, Las Tunas Dr	Tier 1	10-15	15	15-20	15-20	10	10	20	20
105	Vernon Ave, La Cienega Bl	Tier 1	9-12	9-10	12-20	15-23	10	10	15	15
705	Vernon Ave, La Cienega Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 105	See Line 105	See Line 105	See Line 105
108, 358	Slauson Ave	Tier 1	10-20	20	20	20	7.5	7.5	15	15
111	Florence Ave	Tier 1	12-20	12-15	15-20	15-20	7.5	10	15	15
180, 181	Pasadena - Glendale - Hollywood	Tier 1	12-15	10-15	12-15	12-15	7.5	7.5	15	15
780	Pasadena - Glendale - Hollywood Metro Rapid	Tier 1	20-30	30	N/A	N/A	See Line 180	See Line 180	See Line 180	See Line 180
217	Fairfax Ave, Hollywood Bl	Tier 1	15-40	15-20	15-20	15-20	See Line 180	See Line 180	See Line 180	See Line 180
204	Vermont Ave	Tier 1	12-20	12-15	15-20	15-25	5	5	7.5	7.5
754	Vermont Ave Metro Rapid	Tier 1	12-20	15-18	12-20	15-25	10	N/A	N/A	N/A
207	Western Ave	Tier 1	12-20	12-15	10-20	10-20	6	7.5	12	12
757	Western Ave Metro Rapid	Tier 1	12-20	12-15	N/A	N/A	See Line 207	See Line 207	See Line 207	See Line 207
210	Crenshaw Bl	Tier 1	10-12	10-15	15-22	15-22	10	10	10	10

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
710	Crenshaw Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 210	See Line 210	See Line 210	N/A
212, 312	La Brea Ave	Tier 1	15-30	15-22	17-30	17-30	7.5	10	15	15
233	Van Nuys Bl	Tier 1	12-20	12-15	15-20	15-20	10	10	10	10
234	Sepulveda Bl	Tier 1	20-30	20-30	20-25	22-30	7.5	7.5	10	10
734	Sepulveda Bl Metro Rapid	Tier 1	20	20	N/A	N/A	See Line 234	See Line 234	N/A	N/A
744	Van Nuys Bl, Reseda Bl Metro Rapid	Tier 1	20	20	30	30	See Lines 240, 761	See Lines 240, 761	See Lines 240, 761	See Lines 240, 761
761	Van Nuys Bl Westside Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	10-15	15	30	30
788	Van Nuys Bl Westside Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 761	N/A	N/A	N/A
240	Reseda Bl	Tier 1	30-40	30-40	30-40	30-40	10	10	15	15
251	Soto St	Tier 1	10-20	10-15	10-15	10-15	10	10	15	15
751	Soto St Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 251	See Line 251	N/A	N/A
901	G Line (Orange) BRT	Tier 1	9-15	10	10	10	5	10	10	10
910/950	J Line (Silver) BRT	Tier 1	9-15	12-15	15	15	5	10	15	15
10	Melrose Av	Tier 2	15-25	15	20	20	10	15	20	20
14	Beverly Bl	Tier 2	10-40	18-20	15-20	15-20	10	15	20	20
35	Washington Bl	Tier 2	15-30	15	20	20	12	12	15	15
37	W. Adams Bl	Tier 2	10-40	18-20	15-20	15-20	10	15	20	20
38	W. Jefferson Bl	Tier 2	30-60	30	40	40	12	12	15	15
48	Main & San Pedro	Tier 2	30-50	30	40	40	10	15	20	20
55, 355	Compton Ave	Tier 2	12-15	15	22-30	22-30	12	12	20	20
76	Valley Bl	Tier 2	20-25	20	20-30	20-30	12	12	20	20
81	Figueroa St	Tier 2	15-25	15-20	18-23	18-23	10	12	20	20
94	San Fernando Rd	Tier 2	20-45	20-23	15-22	20-24	15	15	30	30
110	Gage Ave	Tier 2	20-35	25-35	33-35	33-35	15	15	30	30
115	Manchester Ave, Firestone Bl	Tier 2	20-25	20	15-20	20	12	12	20	20
117	Century Bl	Tier 2	23-40	23-26	20-30	20-30	15	15	30	30
152, 353	Roscoe Bl	Tier 2	15-20	15	20-30	25-35	15	15	20	20
162-163	Sherman Wy	Tier 2	20	20	20-35	30-35	15	15	30	30
164	Victory Bl	Tier 2	35	35	35	35	15	15	30	30
165	Vanowen Ave	Tier 2	20-40	30-35	30-40	30-40	15	15	30	30
166, 364	Nordhoff St	Tier 2	20	20	30-45	40-45	15	15	30	30
206	Normandie Ave	Tier 2	20-30	20-23	20-30	20-30	10	15	20	20
224	Lankershin Bl, San Fernando Rd	Tier 2	20-40	20	20-30	20-30	15	15	30	30
260	Atlantic Bl Fair Oaks Ave	Tier 2	10-30	10-20	20-35	20-35	12	12	20	20
762	Atlantic Bl Fair Oaks Ave Metro Rapid	Tier 2	N/A	N/A	N/A	N/A	See Line 260	See Line 260	N/A	N/A
601	Warner Center	Tier 2	20	20	20	20	15	15	15	15
603	Glendale - Hoover St	Tier 2	12-15	15	11-23	15-30	12	12	20	20
605	LAC USC Med Ctr Shuttle	Tier 2	25-35	35	35	35	15	15	20	20
610	Rossmore Ave, Vine St	Tier 2	N/A	N/A	N/A	N/A	15	15	15	15
62	Telegraph Rd, Pioneer Bl	Tier 3	20-60	30-50	45-60	45-60	See Line 262	See Line 262	See Line 262	See Line 262

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
262	Telegraph Rd, Pioneer Bl	Tier 3	N/A	N/A	N/A	N/A	20	20	30	30
68	Cesar Chavez Ave	Tier 3	18-27	20-23	17-23	17-23	See Line 70	See Line 70	See Line 70	See Line 70
106	East LA College, LAC USC Med Ctr, Cal State LA	Tier 3	50	50	N/A	N/A	20	20	20	20
79	Huntington Dr	Tier 3	See Line 78	See Line 78	See Line 78	See Line 78	See Lines 78, 179	See Lines 78, 179	See Lines 78, 179	See Lines 78, 179
179	Huntington Dr	Tier 3	N/A	N/A	N/A	N/A	30	30	40	40
83	York Bl	Tier 3	35-50	40-47	35-45	35-45	See Line 182	See Line 182	See Line 182	See Line 182
182	York Bl, Rowena Ave	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
90, 91	Foothill Bl	Tier 3	20-30	30	30-45	30-45	20	20	30	30
690	Foothill Bl (Sunland - Sylmar)	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
92	Glenoaks Bl	Tier 3	37-50	40-45	40-45	40-45	20	20	30	30
120	Imperial Hwy	Tier 3	30-60	30-60	60	60	30	30	60	60
125	Rosecrans Bl	Tier 3	20-60	25-50	30-60	30-60	20	20	30	30
127	Compton & Somerset Bls	Tier 3	30-60	30-60	N/A	N/A	15-30	15-30	30-60	30-60
130	Artesia Bl	Tier 3	48-60	60	60	60	30	30	60	60
130A	Artesia Bl (west of Artesia Station)	Tier 3	N/A	N/A	N/A	N/A	30	30	60	60
150	Ventura Bl	Tier 3	30-40	30-40	30-40	30-40	20	20	30	30
245	Topanga Canyon Bl	Tier 3	50-60	50-60	65	65	See Line 150	See Line 150	See Line 150	See Line 150
750	Ventura Bl Metro Rapid	Tier 3	20-30	30	N/A	N/A	See Line 150	See Line 150	See Line 150	See Line 150
169	Saticoy St	Tier 3	60-65	60	N/A	N/A	30	30	60	60
205	Wilmington Western Ave	Tier 3	30-65	45-65	55-65	55-65	30	30	60	60
230	Laurel Canyon Bl	Tier 3	35	35	35	35	20	20	30	30
232	S. Sepulveda Bl, PCH	Tier 3	15-35	30	30-35	30-35	15	30	30	30
236	Balboa Bl	Tier 3	70	70	70	70	30	30	60	60
242, 243	Tampa Ave, Winnetka Ave	Tier 3	60	60	N/A	N/A	30	30	60	60
244	De Soto Ave	Tier 3	50-60	50-60	N/A	N/A	20	30	40	40
246	Avalon Bl - San Pedro	Tier 3	35-60	60	60	60	30	30	30	30
261	Artesia - Long Beach Stations	Tier 3	N/A	N/A	N/A	N/A	20	20	30	30
266	Rosemead Bl, Lakewood Bl	Tier 3	25-35	35	45-50	45-50	20	20	30	30
267	El Monte Pasadena - Altadena via Temple City Bl	Tier 3	60	60	60	60	30	30	60	60
662	Pasadena - Altadena via Lake Ave	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
268	El Monte - Altadena - JPL	Tier 3	55	55	55	55	30	30	60	60
294	San Fernando Rd (Burbank - Sylmar)	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
794	San Fernando Rd Metro Rapid	Tier 3	20-30	30	N/A	N/A	See Lines 94, 294	See Lines 94, 294	See Lines 94, 294	See Lines 94, 294
450	San Pedro - Harbor Gateway - downtown LA	Tier 3	N/A	N/A	N/A	N/A	20	30	30	30
950	San Pedro J Line BRT	Tier 3	15	30	30	30	See Line 450	See Line 450	See Line 450	See Line 450
460	Disneyland - Norwalk Station - downtown LA	Tier 3	20-35	25-35	28-33	28-33	30	30	30	30
487	El Monte - San Gabriel Bl - Dtn LA	Tier 3	50	50	52-60	52-60	15	30	60	60
287	El Monte - Arcadia	Tier 3	N/A	N/A	N/A	N/A	30	30	60	60
501	Pasadena - North Hollywood via SR-134 Freeway	Tier 3	45	45	45	45	20	30	40	40
602	UCLA - Pacific Palisades	Tier 3	30-60	60	60	60	30	30	45	45

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
660	Pasadena - Altadena via Fair Oaks Ave	Tier 3	N/A	N/A	N/A	N/A	20	20	20	20
665	Cal State LA - City Terrace Shuttle	Tier 3	60	60	60	60	30	30	40	40
684	Eagle Rock Bl	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
686	Allen Ave - Colorado Bl - Del Mar Station	Tier 3	60	60	60	60	30	30	60	60
71	LAC USC Med Ctr, Cal State LA	Tier 4	60	60	60	60	See Line 106	See Line 106	See Line 106	See Line 106
96	Riverside Dr	Tier 4	60	60	60	60	See Line 296	See Line 296	See Line 296	See Line 296
296	Riverside Dr	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
102	La Tijera Bl, Exposition Bl	Tier 4	30-60	30-60	30-60	30-60	45	45	45	45
126	Manhattan Beach Bl	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
128	Alondra Bl	Tier 4	50-65	55	N/A	N/A	60	60	60	60
134	Santa Monica - Malibu via PCH	Tier 4	N/A	N/A	N/A	N/A	45	45	45	45
534	Santa Monica - Malibu via PCH	Tier 4	20-60	30-60	35-55	35-55	See Line 134	See Line 134	See Line 134	See Line 134
153	E. Burbank Bl	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
154	W. Burbank Bl	Tier 4	60	60	N/A	N/A	60	60	60	60
155	Riverside Dr, Magnolia Bl	Tier 4	65	65	65	65	40	40	60	60
158	Plummer St, Woodman Ave	Tier 4	60	60	60	60	30-60	30-60	60	60
161	Canoga Station - Thousand Oaks	Tier 4	30-60	60	65	65	30-60	60	60	60
167	Coldwater Cyn Ave, Devonshire St	Tier 4	50-60	50	50-60	50-60	60	60	60	60
175	Silver Lake	Tier 4	60	N/A	N/A	N/A	See Line 182	See Line 182	See Line 182	See Line 182
176	Mission Dr - El Monte - The Shops at Montebello	Tier 4	60	60	N/A	N/A	See Line 287	See Line 287	N/A	N/A
287	El Monte - The Shops at Montebello	Tier 4	N/A	N/A	N/A	N/A	60	60	N/A	N/A
177	JPL - Pasadena	Tier 4	Suspended	N/A	N/A	N/A	30	N/A	N/A	N/A
183	Magnolia Bl	Tier 4	55	55	65	65	See Lines 94, 155	See Lines 94, 155	See Lines 94, 155	See Lines 94, 155
201	Silver Lake Dr - Glendale	Tier 4	65-70	65-70	70	70	N/A	N/A	N/A	N/A
202	Alameda St	Tier 4	55-60	N/A	N/A	N/A	60	60	N/A	N/A
209	Van Ness Ave, Arlington Ave	Tier 4	60	60	N/A	N/A	60	60	N/A	N/A
211, 215	Prairie Ave, Inglewood Ave	Tier 4	50-55	N/A	N/A	N/A	40	40	60	60
218	Laurel Canyon	Tier 4	45-52	48	45-55	45-55	60	60	60	60
222	Hollywood Wy, Cahuenga Bl	Tier 4	60	60	60	60	30-60	30-60	60	60
237, 656	Woodley Ave, Cahuenga Bl (incl. Owl)	Tier 4	45-50	50	50-60	50-60	60	60	60	60
239	White Oak Ave	Tier 4	60-70	60-70	N/A	N/A	60	60	60	60
252	Cypress Park - Soto St	Tier 4	40-50	40	40-55	40-55	See Lines 251, 256	See Lines 251, 256	See Lines 251, 256	See Lines 251, 256
254	Boyle Ave	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
256	Eastern Ave - Pasadena	Tier 4	60	60	60	60	See Line 182	See Line 182	See Line 182	See Line 182
256A	Pasadena - Highland Park	Tier 4	N/A	N/A	N/A	N/A	40	40	40	40
256C	Eastern Ave Commerce	Tier 4	N/A	N/A	N/A	N/A	40	40	40	40
258	Altadena - Paramount	Tier 4	60	60	N/A	N/A	40	40	60	60
264	City of Hope - Altadena	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A
265	Paramount Bl	Tier 4	60	60	60	60	40	40	60	60
344	Hawthorne Bl - Palos Verdes	Tier 4	30-60	30-60	60	60	30	60	60	60

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
442	Manchester Ave Express	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
489	San Marino - Rosemead Bl - Dtn LA	Tier 4	50-60	N/A	N/A	N/A	20	N/A	N/A	N/A
550	San Pedro - Harbor Gateway - USC	Tier 4	60	60	60	60	30	N/A	N/A	N/A
577	El Monte Station - Long Beach VA Med Ctr	Tier 4	55-70	60	N/A	N/A	30	45	N/A	N/A
607	Windsor Hills - Inglewood	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
611	Huntington Park Shuttle	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A
612	South Gate Shuttle	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
621	Norwalk Station - Whittwood Mall	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
625	LAX C Line (Green) Shuttle	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
645	Valley Circle Mulholland Dr	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
685	Glendale College - Glassell Park	Tier 4	60	60	N/A	N/A	N/A	N/A	N/A	N/A
687	Los Robles Ave - Colorado Bl - Del Mar Station	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A

**Metro**Los Angeles County
Metropolitan Transportation AuthorityOne Gateway Plaza
Los Angeles, CA 90012-2952213.922.2000 Tel
metro.net**SEPTEMBER 22, 2020**

TO: BOARD OF DIRECTORS

**THROUGH: PHILLIP A. WASHINGTON
CHIEF EXECUTIVE OFFICER**

**FROM: JAMES T. GALLAGHER
CHIEF OPERATIONS OFFICER**

SUBJECT: COVID-19 RIDERSHIP AND SERVICE LEVEL ANALYSIS

ISSUE

With the onset of the COVID-19 pandemic impacting Metro's ridership, revenues, and other resources necessary to provide the full complement of bus and rail service, transit service was reduced in April 2020. Specifically for bus, service levels were reduced by 30%. As ridership began recovering in May 2020, service levels were increased in June 2020 to match line level increases in ridership and to begin implementing the specific service improvements proposed in the NextGen Bus Plan. This report provides an analysis of the changes in ridership and service levels as Metro continues to navigate through the uncertainty of the COVID-19 pandemic. The report also supports the approach to restore service according to the principles of the NextGen Bus Plan.

DISCUSSION

Baseline Ridership Trends

As with most transit agencies in the country, Metro experienced systemwide ridership declines starting at the end of FY14. Over the past six years, ridership on the bus system decreased by 24%, from 1,147,737 average weekday boardings in February 2014 to 871,412 in February 2020. In FY16 the CEO established an internal Task Force to identify the causes of the ridership decline. The Task Force identified several reasons, many of which lead to the conclusion that Metro's existing bus network is misaligned with current travel demand, including:

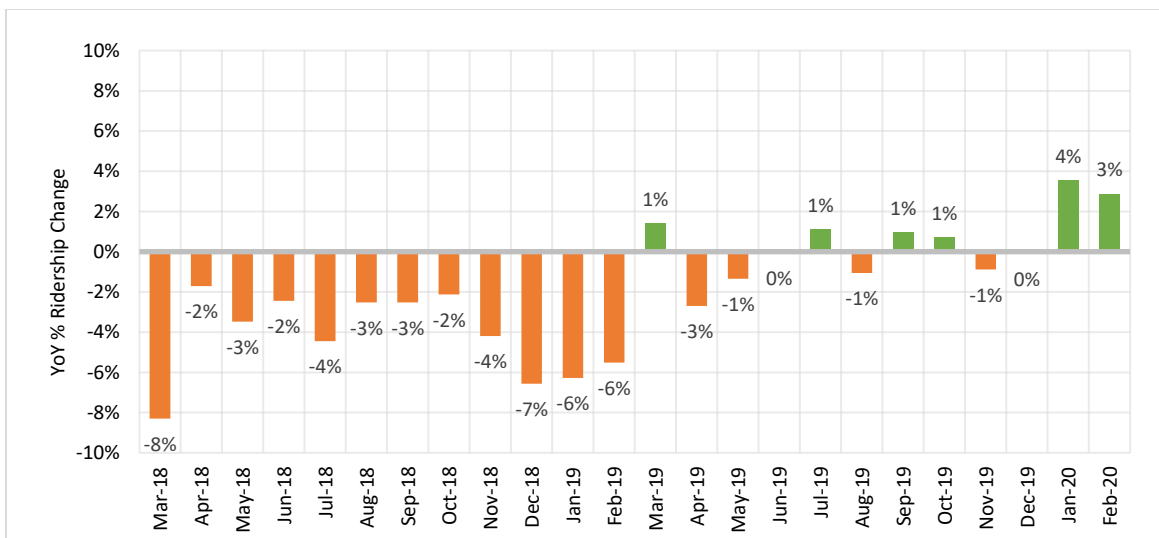
- Changing travel patterns and access to and from transit
- Shifts in demographics/lifestyles and changing workforce travel behavior
- Slower overall travel times (including wait times) and reliability issues
- New travel options such as mobility on-demand

Metro embarked on the NextGen Bus Study in 2018 to reverse the ridership trend by positioning the bus network to be relevant and reflective of the transforming landscape of transportation and travel demand within LA County. After a significant amount of data analysis and public and stakeholder engagement, it became evident that fast, frequent and reliable service is critical towards building a competitive and attractive network, especially during the midday, evenings and weekends when there are the greatest opportunities to grow ridership. Therefore, in addition to restructuring the route network to better connect people to where they want to go, a major emphasis of NextGen is to standardize frequencies throughout the day for all bus lines based on service tiers.

Currently, bus schedules are written based on the Board-adopted load standard of 130% (pre-COVID-19) seated capacity with a minimum frequency of every 60 minutes. While this practice promotes resource efficiency by ensuring just enough service is provided to meet the demand, this largely reactive framework can result in frequencies and service spans for bus lines that may be inconsistent and can change from service change to service change, impacting transfers and schedule consistency. To ensure the core network has consistent frequencies and span of service, NextGen categorized all bus lines into service tiers based on ridership, transit propensity, equity, and overall travel demand. Each tier is assigned a frequency designation by time of day and day of week, with Tier 1 and 2 services being the most frequent and Tier 3 and 4 being the least. This method promotes consistency within each tier and between service changes, and simplifies the bus system for ease of use while maintaining efficiency. Stabilizing frequencies by service tiers improves the attractiveness and competitiveness of the service, which is expected to increase ridership particularly in the off-peak periods as identified in the NextGen Bus Study as major growth opportunities.

Immediately prior to COVID-19, the ridership decline began leveling off, with January and February 2020 posting 3-4% gains compared to the previous year. This change in trend provided an ideal platform for NextGen to bolster the ridership recovery and growth within the region. Figure 1 presents the percent change in ridership compared to the previous year. As shown, the ridership decline began reversing starting in July 2019 and continued through February 2020. During this period, the bus system posted an average monthly growth of 0.9% with much greater increases in the last two months.

Figure 1
Year over Year (YOY) Change in Ridership (March 2018 – February 2020)

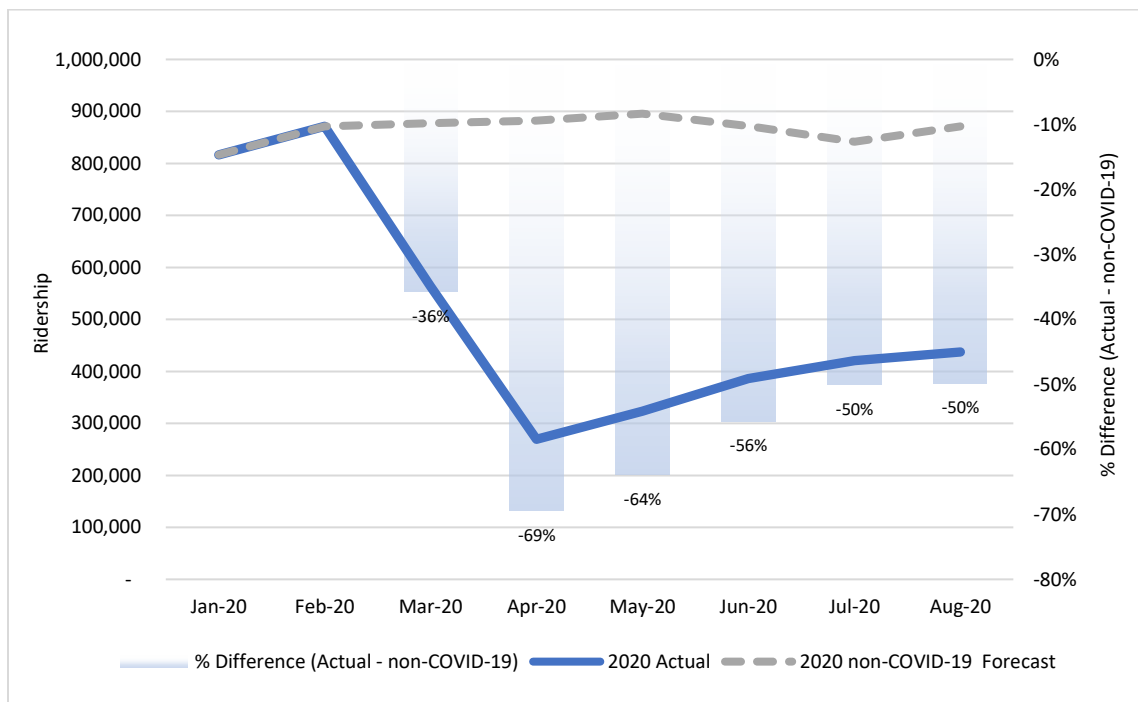


COVID-19 Impacts on Ridership and Service Levels

Systemwide

As Metro's ridership began recovering, the COVID-19 pandemic hit LA County in March 2020, with Safer at Home orders significantly impacting travel. Figure 2 shows the forecasted ridership trend with and without COVID-19. If the pandemic never materialized in the county, ridership would have been expected to grow every month by an average of 0.9% compared to the previous year. Unfortunately, the pandemic resulted in a significant ridership decline starting in March 2020 with a low of 269,356 in April 2020, representing a 69% decline from the forecasted non-COVID-19 April 2020 ridership. Ridership increased between May and July 2020 as Safer at Home orders were relaxed and has remained steady at about 50% reduction from non-COVID-19 forecasts since then.

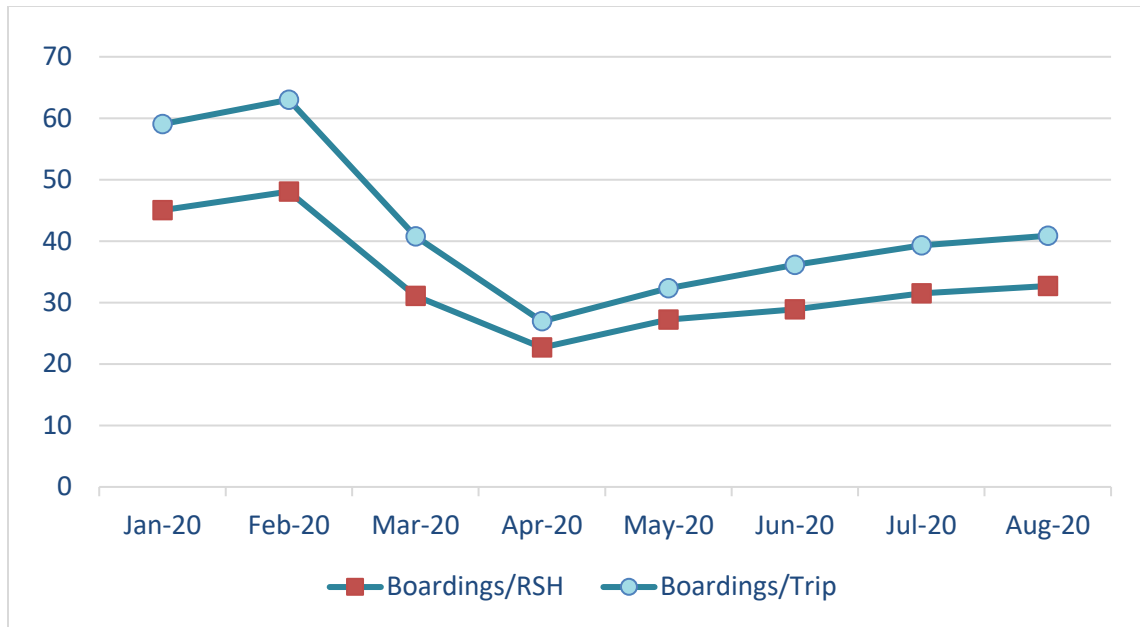
Figure 2
Forecasted non-COVID-19 Ridership vs. Actual (January 2020 – August 2020)



Metro Operations has responded quickly to the dynamic changes in ridership. As a result of reductions in ridership, revenues, and available operators due to COVID-19 quarantines and childcare/family needs, bus service was reduced to an enhanced Sunday schedule effective April 19, 2020. This change represented a 30% reduction in Revenue Service Hours (RSH). Operations continued to monitor ridership and loads on every trip of every bus line, and on June 21, 2020 when ridership rebounded slightly, roughly 500K additional RSH were added to the bus system. Scheduled speeds were also increased by 2% systemwide on weekdays as vehicular traffic was reduced, which allows more Revenue Service Miles (RSM) and number of trips to be provided per RSH. In fact, the Wilshire corridor (Lines 20 and 720) saw a 6% increase in speed on average throughout the day, while the J Line (Silver) experienced close to 10% speed improvement.

While service is currently at 80% of pre-COVID-19 levels, Operations has responded smartly by building back service from April 2020 on the lines that experienced the greatest ridership and loads, based on the principles of the NextGen service tiers. As a result, efficiency has improved from April 2020 levels with a 44% improvement in boardings per RSH and 52% increase in boardings per trip since then. Figure 3 provides details on service performance since January 2020.

Figure 3
Boardings per Revenue Service Hour and Trip (Weekdays)

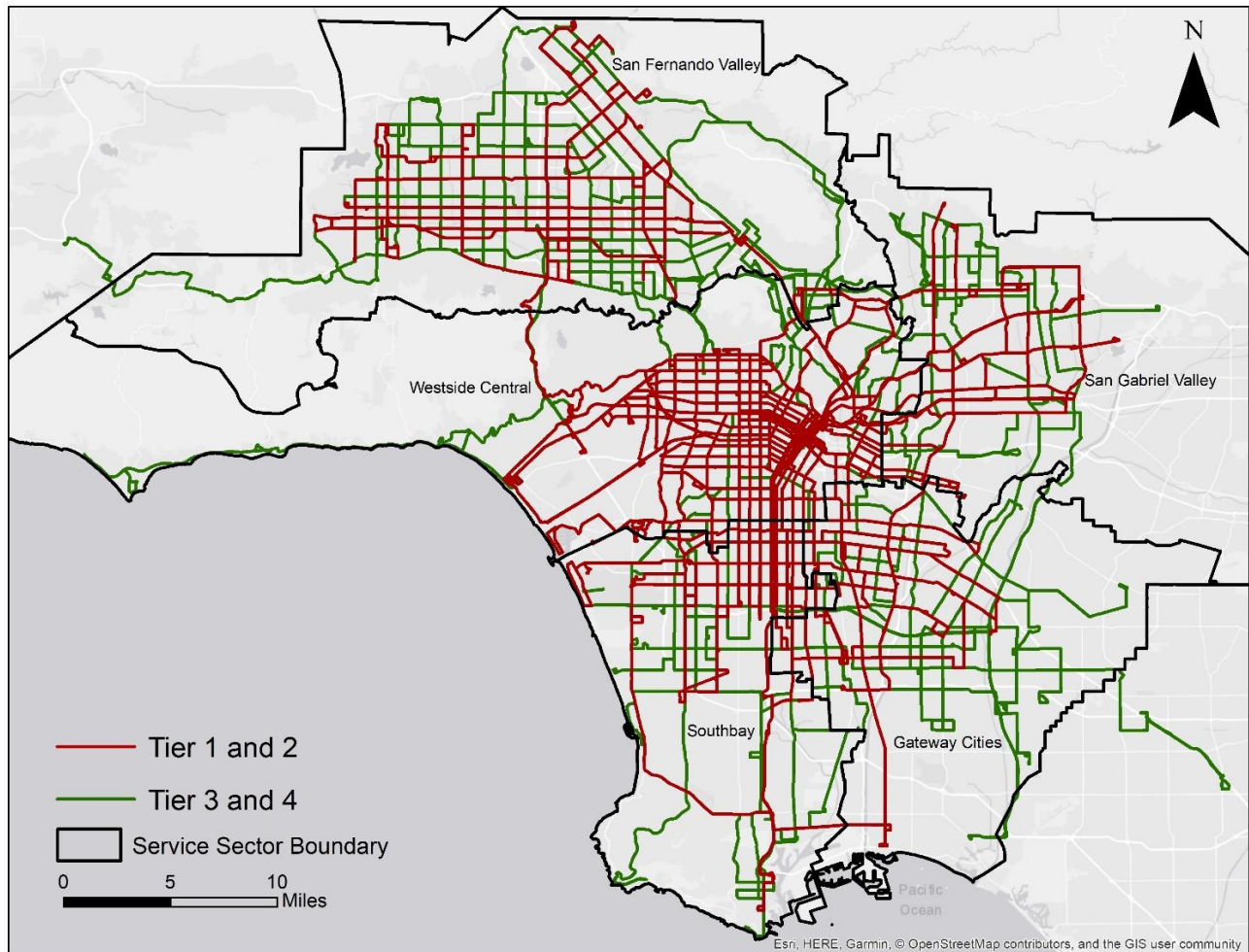


While not yet back to pre-COVID-19 performance, staff anticipates meeting and exceeding February 2020 performance if service continues to recovery based on prudent financial management (considering ridership, revenues, resources, and performance) and the NextGen Bus Plan.

Service Tiers and Lines

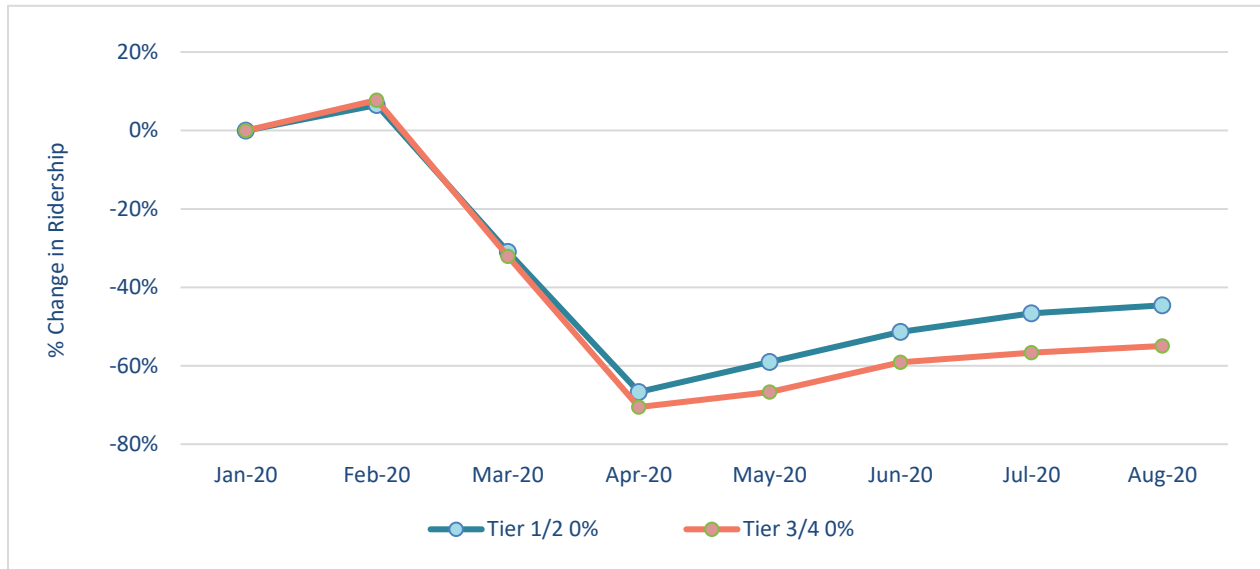
Figure 4 shows Metro bus lines categorized by service tiers, with Tiers 1 and 2 being the heaviest ridership corridors, and thus designated for the most frequent service under NextGen, and Tiers 3 and 4 being the least busy bus lines with less frequency focused on maintaining service coverage throughout the county. Attachment A lists all Metro bus lines along with their Service Tier designation and Regional Service Council affiliation (the service council where the majority of the line resides).

Figure 4
Metro Bus Lines by Service Tier



Diving into the data by service tiers and lines reveal that while ridership on Tier 1 and 2 and Tier 3 and 4 lines dropped a similar amount in March 2020, Tier 3 and 4 lines dropped a greater percentage in April 2020, and have recovered at a slower rate compared to Tier 1 and 2 lines. Figure 5 shows the percent change in ridership when compared to January 2020 levels. In February 2020, ridership on Tier 3 and 4 lines actually increased at a slightly greater percent compared to Tier 1 and 2 lines. However, as the pandemic took effect, ridership on Tier 3 and 4 lines dropped more significantly than on Tier 1 and 2 lines. As ridership began to recover starting in May 2020, Tier 1 and 2 lines grew at a faster rate compared to Tier 3 and 4 lines. In August 2020, ridership on Tier 1 and 2 lines are down by 45% compared to January 2020 vs. 55% for Tier 3 and 4 lines.

Figure 5
Percent Change in Ridership Since January 2020



% Change in Ridership from Jan 2020 by Service Tiers								
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Tier 1 and 2	0%	6%	-31%	-67%	-59%	-51%	-47%	-45%
Tier 3 and 4	0%	8%	-32%	-71%	-67%	-59%	-57%	-55%

Based on the greater ridership recovery on Tier 1 and 2 lines, the June 21, 2020 service changes focused on improving service levels on those lines. Figure 6 presents the change in share of RSH by service tiers for the December 2019, April 2020, and June 2020 service changes. As shown, the share of RSH attributed to Tier 1 and 2 lines has increased by 1% over the past two service changes, in line with the ridership increases and principles of the NextGen Bus Plan.

Figure 6
Share of Revenue Service Hours by Service Tiers

	Service Change		
	Dec 15, 2019	Apr 19, 2020	June 21, 2020
Tier 1 and 2	76%	77%	78%
Tier 3 and 4	24%	23%	22%

Figure 7 presents the efficiency of the April and June 2020 service changes. As shown, all tiers are improving in riders per RSH, however, Tier 1 and 2 lines are improving at a greater rate. The performance of all tiers decreased by 31-32% in March compared to January 2020, but Tier 1 and 2 lines improved by four percentage points since then while Tier 3 and 4 lines are two percentage points lower than March 2020. **Therefore, as ridership and resources continue to recover, the service will continue to be repositioned towards higher frequencies on Tier 1 and 2 lines as proposed under the NextGen Bus Plan.**

Figure 7
Ridership per Revenue Service Hour (RSH) and Percent Change Since January 2020

Ridership/RSH								
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Tier 1 and 2	51	54	35	25	31	33	36	37
Tier 3 and 4	32	34	22	15	17	19	20	21

% Change in Ridership/RSH Since Jan 2020								
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Tier 1 and 2	0%	6%	-31%	-50%	-39%	-36%	-30%	-27%
Tier 3 and 4	0%	8%	-32%	-54%	-48%	-41%	-38%	-35%

Attachment A provides the percent change in ridership by line from January to August 2020. The three reference months to focus on are January 2020 (pre-COVID-19), April 2020 (the lowest point in ridership during the pandemic) and August 2020 (highest point in recover to date). From January to April 2020, Line with the greatest declines were generally in the San Fernando Valley, San Gabriel Valley and Westside/Central, and 17 out of the top 25 were Tier 3 and 4 lines. Schools and colleges transitioning to remote learning contributed to many of the declines, including Lines 126 (Redondo Beach), 175 (Silver Lake), 211 (South Bay), 236 (Balboa BI SFV), 602 serving UCLA and high schools in Pacific Palisades, and 71, 665, J Line (Silver) all serving Cal State LA. In addition, downtown LA commute trips have decreased significantly including on Lines 76 (DTLA – El Monte via Valley BI), 487/489 (San Gabriel Valley - DTLA), J Line (Silver) (San Pedro – DTLA – El Monte), with many employees telecommuting.

South Bay Cities and Gateway Cities represented 14 of the top 25 lines with the least ridership loss. Almost two thirds, or 15 lines were categorized as Tier 1 and 2. Tier 1 lines included Lines 18 (Whittier BI/6th St), 51/52 (Avalon – 7th St), 60/760 (Long Beach BL), 66 (Olympic BI/8th St), 111 (Florence BI), 204 (Vermont Av), 207 (Western Av), 210 (Crenshaw BL/Vine St), 233 (Van Nuys BI), 234 (Sepulveda BI SFV), 251 (Soto St), 733 (Venice BI).

From April to August 2020, lines with the greatest percent recovery were primarily Tier 1 and 2 lines located in the Westside/Central, San Fernando Valley and San Gabriel Valleys. These are the areas that experienced greater declines from January to April 2020, so it appears that previous riders are returning to the bus system. Some of the lines experiencing the highest ridership increase were Lines 16 (3rd St.), 18 (Whittier/6th St), 45 (Broadway), 66 (Olympic BI), 81 (Figueroa), 105 (Vernon Av), 111 (Florence Av) and 251 (Soto St) where Operations made multiple service additions due to heavy loads.

Lines with the least ridership increase during this period were largely Tier 3 and 4 lines in the South Bay Cities, perhaps because this area represented the least ridership loss from the pandemic.

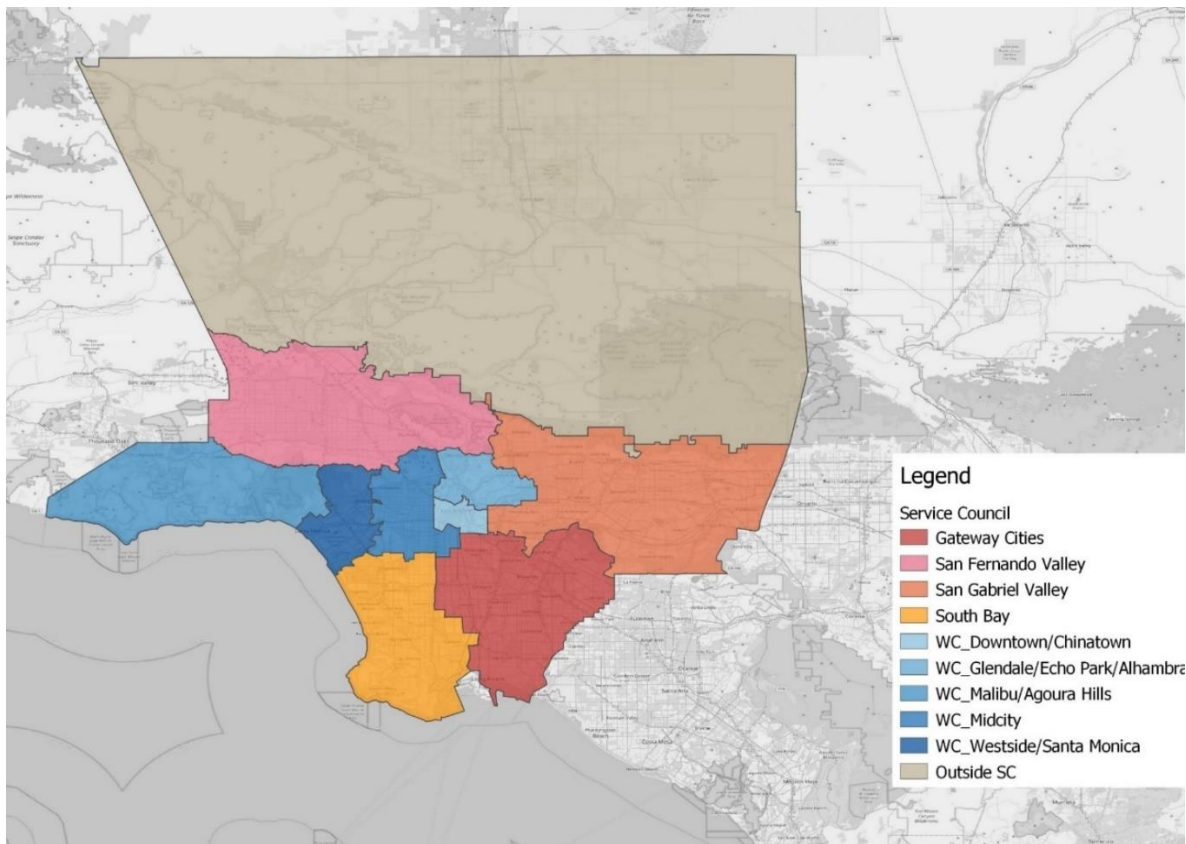
Service Council Areas

Figure 8 shows a map of the five Regional Service Councils that govern Metro bus service changes:

- Gateway Cities (GWC)
- San Fernando Valley (SFV)
- San Gabriel Valley (SGV)
- South Bay Cities (SBC)
- Westside/Central (WSC)

The Westside/Central Service Council area was further divided into five sub areas as the entire service area represents about 57% of all ridership within the Metro bus system.

Figure 8
Metro Regional Service Council Areas



As Figure 9 shows, ridership is not evenly distributed throughout the service area. Based on bus stop boarding data, the WSC area as a whole represents nearly 60% of all ridership on the Metro bus system. With the WSC divided into 5 separate subareas, the highest ridership areas include WSC (Mid City), WSC (Downtown/Chinatown) and SFV. Therefore, the same percentage change in ridership for these areas have significantly more impact to the overall bus network ridership compared to areas with lower ridership.

Figure 9
Ridership and Share of Ridership by Regional Service Council Areas

Ridership by Service Council								
Service Council	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Gateway Cities	95,772	102,551	68,015	34,317	41,083	48,690	52,941	55,275
San Fernando Valley	135,693	147,729	94,083	43,147	50,652	60,880	64,764	67,107
San Gabriel Valley	45,712	47,886	30,377	13,593	16,686	20,107	21,698	22,487
South Bay	68,196	72,812	49,099	26,085	28,906	33,991	36,031	37,146
WSC_Downtown/Chinatown	144,440	151,927	100,772	50,363	62,197	71,776	80,260	83,530
WSC_Glendale/Echo Park/Alhambra	49,722	53,223	33,018	13,994	17,250	21,565	23,202	24,077
WSC_Malibu/Agoura Hills	2,769	3,043	1,732	690	788	923	1,029	1,121
WSC_Midcity	242,533	259,479	165,997	77,788	94,888	115,265	125,915	130,746
WSC_Westside/Santa Monica	29,980	30,982	19,347	8,629	10,090	12,340	13,987	14,684
Outside Service Area	1,757	1,780	1,259	750	689	796	918	982
Grand Total	816,573	871,412	563,699	269,356	323,231	386,332	420,745	437,154

Share of Ridership by Service Council								
Service Council	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Gateway Cities	12%	12%	12%	13%	13%	13%	13%	13%
San Fernando Valley	17%	17%	17%	16%	16%	16%	15%	15%
San Gabriel Valley	6%	5%	5%	5%	5%	5%	5%	5%
South Bay	8%	8%	9%	10%	9%	9%	9%	8%
WSC_Downtown/Chinatown	18%	17%	18%	19%	19%	19%	19%	19%
WSC_Glendale/Echo Park/Alhambra	6%	6%	6%	5%	5%	6%	6%	6%
WSC_Malibu/Agoura Hills	0%	0%	0%	0%	0%	0%	0%	0%
WSC_Midcity	30%	30%	29%	29%	29%	30%	30%	30%
WSC_Westside/Santa Monica	4%	4%	3%	3%	3%	3%	3%	3%
Outside Service Area	0%	0%	0%	0%	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%

As shown in Figure 10, even though WSC (Mid City) and SFV both experienced the same percentage decrease in ridership of 68% between January and April 2020, the actual ridership loss in SFV was only 56% of the loss in WSC (Mid City). Therefore, it is important to consider both the percent and absolute change in ridership when identifying trends to help forecast future service needs as ridership recovers.

Based on the data in Figure 10, it appears that GWC, WSC (Downtown/Chinatown) and WSC (Mid City) all recovered more than the regional average from April to August 2020. This trend is promising as those three areas combined represent 62% of systemwide ridership. Likewise, WSC (Malibu/Agoura Hills) and Outside Service Areas recovered the least, however, they only represent less than 1% of total ridership combined. Therefore, it appears that ridership is recovering at a faster rate in areas that traditionally carry the majority of trips, so efforts should continue to focus on improving service in these core areas as well as areas that declined the least, including SBC and GWC.

Figure 10
Change in Ridership Since January 2020 by Regional Service Council Areas

Change in Ridership Since January 2020								
Service Council	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Gateway Cities	-	6,779	(27,757)	(61,455)	(54,689)	(47,082)	(42,831)	(40,497)
San Fernando Valley	-	12,035	(41,610)	(92,547)	(85,041)	(74,813)	(70,930)	(68,587)
San Gabriel Valley	-	2,174	(15,335)	(32,119)	(29,025)	(25,605)	(24,014)	(23,225)
South Bay	-	4,616	(19,096)	(42,110)	(39,289)	(34,205)	(32,164)	(31,049)
WSC_Downtown/Chinatown	-	7,487	(43,668)	(94,077)	(82,243)	(72,664)	(64,180)	(60,909)
WSC_Glendale/Echo Park/Alhambra	-	3,502	(16,704)	(35,728)	(32,471)	(28,157)	(26,520)	(25,645)
WSC_Malibu/Agoura Hills	-	274	(1,037)	(2,079)	(1,981)	(1,846)	(1,740)	(1,648)
WSC_Midcity	-	16,946	(76,535)	(164,744)	(147,644)	(127,268)	(116,617)	(111,787)
WSC_Westside/Santa Monica	-	1,002	(10,633)	(21,351)	(19,890)	(17,641)	(15,993)	(15,297)
Outside Service Area	-	23	(498)	(1,006)	(1,068)	(960)	(839)	(775)
Average	-	54,839	(252,874)	(547,217)	(493,342)	(430,241)	(395,828)	(379,419)

% Change in Ridership Since January 2020								
Service Council	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Gateway Cities	0%	7%	-29%	-64%	-57%	-49%	-45%	-42%
San Fernando Valley	0%	9%	-31%	-68%	-63%	-55%	-52%	-51%
San Gabriel Valley	0%	5%	-34%	-70%	-63%	-56%	-53%	-51%
South Bay	0%	7%	-28%	-62%	-58%	-50%	-47%	-46%
WSC_Downtown/Chinatown	0%	5%	-30%	-65%	-57%	-50%	-44%	-42%
WSC_Glendale/Echo Park/Alhambra	0%	7%	-34%	-72%	-65%	-57%	-53%	-52%
WSC_Malibu/Agoura Hills	0%	10%	-37%	-75%	-72%	-67%	-63%	-60%
WSC_Midcity	0%	7%	-32%	-68%	-61%	-52%	-48%	-46%
WSC_Westside/Santa Monica	0%	3%	-35%	-71%	-66%	-59%	-53%	-51%
Outside Service Area	0%	1%	-28%	-57%	-61%	-55%	-48%	-44%
Average		7%	-31%	-67%	-60%	-53%	-48%	-46%

CONCLUSION

In conclusion, immediately prior to COVID-19, Metro bus ridership was on a road to recovery. Unfortunately, the pandemic has resulted in drastic ridership declines. However recent trends since April 2020 show that ridership is rebounding, particularly on Tier 1 and 2 lines and within the core areas of the system. Many of these are the same key corridors identified through the NextGen Bus Study as the areas with the greatest opportunities for growth.

NEXT STEPS

It is important to continue to monitor ridership from multiple angles to ensure service recovery is focused where and when needed, and according to the principles of the NextGen Bus Plan. Please contact Conan Cheung, SEO, Service Planning, Scheduling and Analysis at (213) 418-3034 or cheungc@metro.net with questions or comments.

ATTACHMENTS

- A – Metro Bus Ridership Trends by Line During COVID-19
- B – Top 25 Lines with Highest Percent Decline in Ridership Between January-April 2020
- C – Top 25 Lines with Highest Percent Increase in Ridership Between April-August 2020

Attachment A
Metro Bus Ridership Trends by Line During COVID-19

Line	Description	Service Tier	Service Council Area	Percent Change Year over Year							Percent Change Month to Month																		
				Jan 19 - Jan 20	Feb 19 - Feb 20	Mar 19 - Mar 20	Apr 19 - Apr 20	May 19 - May 20	Jun 19 - Jun 20	July 19 - July 20	Jan 19 - Feb 19	Feb 19 - Mar 19	Mar 19 - Apr 19	Apr 19 - May 19	May 19 - Jun 19	Jun 19 - July 19	July 19 - Aug 19	Aug 19 - Sept 19	Sept 19 - Oct 19	Oct 19 - Nov 19	Nov 19 - Dec 19	Dec 19 - Jan 20	Jan 20 - Feb 20	Feb 20 - Mar 20	Mar 20 - Apr 20	Apr 20 - May 20	May 20 - Jun 20	Jun 20 - July 20	July 20 - Aug 20
2	Downtown LA - Pacific Palisades via Sunset Bl	1	WSC	5%	5%	-37%	-74%	-70%	-63%	-58%	8%	1%	2%	2%	-2%	-2%	2%	5%	5%	-11%	-16%	15%	7%	-40%	-57%	16%	20%	13%	13%
4	Downtown LA - West LA - Santa Monica via Santa Monica Bl	1	WSC	6%	7%	-33%	-65%	-56%	-48%	-41%	7%	3%	-1%	2%	-1%	-1%	3%	5%	0%	-7%	-11%	8%	8%	-36%	-48%	28%	18%	13%	13%
10	10 Downtown LA - West Hollywood via Temple St & Melrose Av 48 Downtown LA - Avalon Station via Main St & South San Pedro St	1	WSC	2%	3%	-42%	-78%	-76%	-67%	-60%	9%	5%	-2%	4%	-8%	-7%	9%	12%	1%	-13%	-20%	16%	11%	-41%	-63%	15%	24%	16%	16%
14	14 Downtown LA - Beverly Hills via Beverly Bl 37 Downtown LA - Fairfax/Washington via Adams Bl	1	WSC	2%	3%	-38%	-75%	-73%	-67%	-61%	8%	2%	-1%	5%	-3%	-7%	7%	9%	1%	-10%	-18%	15%	8%	-38%	-61%	14%	22%	10%	10%
16	16 Downtown LA - Century City via 3rd St 17 Downtown LA - Culver City Station via Robertson Bl.	1	WSC	3%	1%	-37%	-71%	-65%	-55%	-46%	8%	1%	1%	3%	-2%	-7%	3%	9%	-1%	-4%	-10%	3%	7%	-37%	-54%	27%	26%	12%	12%
18	Wilshire Center - Montebello via Sixth St & Whittier Bl	1	WSC	1%	1%	-34%	-65%	-52%	-45%	-34%	6%	2%	1%	-1%	0%	-2%	1%	5%	-1%	-6%	-11%	8%	5%	-33%	-46%	33%	15%	19%	19%
20	Downtown LA - Santa Monica via Wilshire Bl	1	WSC	5%	1%	-37%	-73%	-69%	-62%	-60%	7%	2%	0%	2%	0%	4%	0%	2%	-1%	-6%	-15%	13%	3%	-36%	-58%	17%	22%	10%	10%
28	Century City - Downtown LA - Eagle Rock via Olympic	1	WSC	-1%	-3%	-40%	-73%	-63%	-48%	-42%	6%	0%	2%	2%	-6%	0%	-3%	7%	0%	-5%	-12%	9%	4%	-38%	-55%	42%	33%	12%	12%
30	Downtown LA - Santa Monica Via Venice Bl	1	WSC	3%	2%	-35%	-68%	-58%	-50%	-45%	6%	3%	0%	0%	-2%	-1%	3%	4%	1%	-6%	-9%	5%	5%	-34%	-50%	29%	19%	7%	7%
33	Downtown LA - Santa Monica via Venice Bl	1	WSC	8%	5%	-35%	-70%	-67%	-54%	-45%	9%	3%	0%	4%	-5%	1%	3%	8%	-1%	-9%	-13%	12%	6%	-36%	-54%	15%	31%	22%	22%
35	35 Downtown LA - Fairfax/Washington via Washington Bl 38 Downtown LA - Fairfax/Washington via Jefferson Bl	2	WSC	1%	4%	-36%	-70%	-71%	-61%	-54%	8%	2%	-1%	5%	-6%	-8%	8%	14%	-1%	-11%	-20%	18%	12%	-37%	-54%	3%	24%	9%	9%
40	South Bay Galleria - Union Station via Hawthorne Bl, Crenshaw Bl & ML King Bl	1	SBC	4%	5%	-28%	-60%	-53%	-44%	-35%	7%	3%	0%	2%	0%	-4%	-1%	6%	1%	-8%	-9%	10%	7%	-30%	-45%	22%	19%	10%	10%
45	Lincoln Heights - Rosewood via Broadway	1	WSC	-2%	-3%	-38%	-66%	-54%	-47%	-37%	5%	3%	-4%	2%	0%	-5%	2%	7%	0%	-8%	-15%	13%	4%	-34%	-47%	38%	15%	13%	13%
51	Downtown LA - Compton - Harbor Gateway Transit Center via Avalon Bl	1	SBC	1%	0%	-33%	-63%	-56%	-49%	-37%	7%	1%	2%	0%	-1%	-3%	2%	4%	0%	-9%	-9%	8%	6%	-33%	-44%	19%	16%	21%	21%
53	Downtown LA - CSU Dominguez Hills via Central Av	1	SBC	6%	5%	-33%	-66%	-63%	-56%	-47%	8%	3%	0%	-1%	-2%	1%	4%	10%	-2%	-10%	-17%	15%	8%	-34%	-49%	8%	16%	20%	20%
55	Downtown LA - Imperial Station via Compton Av	2	GWC	7%	4%	-38%	-71%	-66%	-58%	-50%	15%	3%	-3%	5%	-2%	-6%	5%	14%	-1%	-11%	-23%	19%	11%	-39%	-54%	23%	21%	11%	11%
60	Downtown LA - Artesia Station via Long Beach Bl	1	GWC	4%	-2%	-33%	-65%	-56%	-51%	-44%	13%	1%	0%	1%	5%	-6%	3%	4%	-1%	-12%	-12%	12%	6%	-31%	-47%	26%	15%	9%	9%
62	Downtown LA - Hawaiian Gardens via Telegraph Rd	3	GWC	3%	-2%	-31%	-65%	-66%	-59%	-53%	5%	1%	4%	0%	0%	0%	2%	1%	1%	-6%	-12%	8%	0%	-29%	-47%	-4%	22%	14%	14%
66	Wilshire Center - Montebello via Olympic Bl & 8th St	1	SGV	-2%	-3%	-34%	-67%	-56%	-44%	-22%	6%	3%	1%	1%	-1%	-5%	1%	7%	0%	-7%	-10%	5%	5%	-30%	-49%	34%	26%	31%	31%
68	Downtown LA - Montebello via Cesar E. Chavez	4	SGV	15%	12%	-31%	-69%	-61%	-49%	-50%	11%	5%	1%	-1%	-3%	4%	4%	11%	-4%	-8%	-19%	16%	8%	-36%	-55%	26%	26%	2%	2%
70	Los Angeles - El Monte via Garvey Av	1	SGV	-4%	-5%	-44%	-74%	-65%	-57%	-52%	2%	5%	0%	-2%	-1%	-4%	4%	4%	0%	-7%	-13%	11%	0%	-38%	-53%	32%	21%	8%	8%
71	Downtown LA - Cal State LA via Wabash Av & City Terrace Dr	4	SGV	3%	3%	-36%	-81%	-78%	-73%	-73%	14%	2%	-4%	-2%	-10%	1%	11%	16%	-4%	-11%	-25%	25%	14%	-36%	-72%	18%	10%	1%	1%
76	El Monte - Downtown LA via Valley Bl	2	SGV	-3%	-5%	-45%	-80%	-70%	-64%	-58%	0%	5%	3%	-1%	-1%	-4%	3%	4%	-2%	-5%	-13%	12%	-2%	-39%	-62%	45%	19%	12%	12%
78	Arcadia - Los Angeles via Huntington Dr & Las Tunas Dr	1	SGV	3%	7%	-38%	-75%	-69%	-63%	-59%	0%	8%	0%	2%	0%	-4%	3%	3%	-4%	0%	-13%	9%	4%	-37%	-59%	23%	20%	8%	8%
81	Eagle Rock - Exposition Park via Figueroa	1	WSC	5%	1%	-38%	-73%	-66%	-59%	-53%	7%	3%	1%	1%	-3%	-1%	2%	7%	-1%	-8%	-15%	15%	4%	-37%	-57%	26%	19%	13%	13%
83	Eagle Rock - Downtown LA via York	4	WSC	2%	-2%	-38%	-68%	-62%	-58%	-53%	6%	2%	0%	-2%	-1%	-1%	3%	4%	2%	-5%	-16%	11%	3%	-36%	-48%	15%	12%	9%	9%
90	Los Angeles - Sunland via Foothill Bl, Cañada Bl and Glendale Av	3	SFV	4%	6%	-38%	-75%	-73%	-67%	-64%	3%	7%	0%	3%	-4%	-3%	-1%	15%	1%	-9%	-19%	16%	6%	-37%	-60%	11%	16%	6%	6%
92	Sylmar Station to Downtown Los Angeles via Glenoaks Bl, Brand Bl, Glendale Bl, Temple St, Spring St and Main St	3	SFV	2%	4%	-44%	-77%	-72%	-64%	-61%	3%	6%	3%	-1%	0%	-3%	3%	5%	0%	-7%	-15%	12%	5%	-43%	-58%	21%	28%	5%	5%
94	Sylmar - Downtown L.A. via San Fernando Rd & Hill St	2	SFV	3%	5%	-35%	-64%	-45%	-33%	-26%	2%	6%	2%	1%	-2%	-3%	3%	1%	1%	-8%	-12%	14%	3%	-34%	-43%	52%	20%	7%	7%
96	Downtown LA - Burbank Station via Griffith Pk Dr & Riverside Dr (PT)	4	SFV	-1%	7%	-36%	-75%	-77%	-72%	-71%	-4%	4%	3%	1%	2%	-1%	4%	1%	1%	-6%	-18%	15%	5%	-38%	-59%	-9%	25%	1%	1%
102	LAX City Bus Center - South Gate Via La Tijera-Exposition	4	GWC	10%	10%	-30%	-67%	-60%	-49%	-48%	8%	3%	2%	5%	-4%	-1%	5%	7%	0%	-10%	-16%	17%	7%	-34%	-53%	27%	24%	1%	1%

Line	Description	Service Tier	Service Council Area	Percent Change Year over Year						
				Jan 19 - Jan 20	Feb 19 - Feb 20	Mar 19 - Mar 20	Apr 19 - Apr 20	May 19 - May 20	Jun 19 - Jun 20	July 19 - July 20
211	South Bay Galleria - Redondo Beach via Prairie Av, Inglewood Av	4	SBC	12%	8%	-36%	-80%	-82%	-73%	-62%
212	Hawthorne - Hollywood via La Brea	1	SBC	2%	1%	-39%	-71%	-67%	-60%	-53%
217	Hollywood/Vine Station - Culver City Transit Center via Hollywood - Fairfax	1	WSC	11%	9%	-35%	-74%	-73%	-67%	-63%
218	Studio City - Beverly Hills via Laurel Canyon Bl (PT)	4	WSC	11%	11%	-28%	-69%	-76%	-67%	-64%
222	Sun Valley - Hollywood via Hollywood Way	3	SFV	2%	3%	-37%	-74%	-70%	-65%	-63%
224	Sylmar-Universal City via San Fernando Rd, Lankershim Bl	2	SFV	10%	11%	-30%	-65%	-61%	-58%	-55%
230	San Fernando - Studio City via Laurel Canyon Bl	3	SFV	6%	3%	-39%	-75%	-73%	-62%	-59%
232	Long Beach - LAX via Pacific Coast Hwy & Sepulveda Bl (PT)	2	SBC	4%	8%	-27%	-56%	-53%	-46%	-37%
233	Lake View Terrace - Sherman Oaks via Van Nuys Bl	1	SFV	7%	7%	-30%	-60%	-53%	-39%	-28%
234	Sherman Oaks - Sylmar via Sepulveda Bl & Brand Bl	1	SFV	3%	3%	-32%	-63%	-58%	-47%	-39%
236	Sylmar Station - Encino via Balboa	3	SFV	8%	10%	-34%	-77%	-78%	-67%	-65%
237	237 Mission Hills - Hollywood via Woodley, Chandler, Cahuenga 656 Owl Service Hollywood - Panorama City via Cahuenga, Chandler and Van Nuys	4	SFV	4%	2%	-39%	-70%	-64%	-55%	-49%
239	Encino - Sylmar/San Fernando Metrolink Station via White Oak Av, Rinaldi St	4	SFV	13%	18%	-30%	-74%	-67%	-52%	-50%
243	Porter Ranch - Woodland Hills via Tampa Av. & Winnetka Av.	3	SFV	12%	8%	-40%	-79%	-77%	-63%	-60%
245	Woodland Hills - Chatsworth via Topanga Canyon Bl & De Soto Av	3	SFV	12%	3%	-43%	-82%	-84%	-75%	-68%
246	San Pedro - Harbor Gateway Transit Center via Avalon Bl	3	SBC	-1%	-5%	-36%	-59%	-56%	-44%	-44%
251	Cypress Park - Lynwood via Soto St	1	WSC	3%	2%	-34%	-65%	-56%	-42%	-36%
252	Montecito Heights - Boyle Heights via Soto St.	4	WSC	9%	10%	-36%	-73%	-76%	-67%	-61%
254	Boyle Heights - Watts via Boyle Av & Lorena St (PT)	4	GWC	6%	6%	-22%	-53%	-42%	-40%	-33%
256	Commerce - Altadena via Eastern Av & Hill Av (PT)	4	SGV	11%	9%	-32%	-67%	-71%	-66%	-67%
258	Altadena - Paramount via Lake - Fremont - Eastern	4	SGV	6%	3%	-38%	-74%	-72%	-65%	-63%
260	Altadena - Artesia Station via Fair Oaks Av & Atlantic Bl	2	SGV	2%	-2%	-40%	-73%	-67%	-57%	-51%
265	Pico Rivera - Lakewood Center Mall via Paramount Bl	3	GWC	7%	3%	-36%	-75%	-72%	-62%	-56%
266	Pasadena - Lakewood via Rosemead Bl & Lakewood Bl (PT)	3	SGV	8%	4%	-33%	-68%	-69%	-60%	-53%
267	264 Duarte - Altadena via Duarte Rd & Altadena Dr 267 Altadena - El Monte via Temple City Bl & Lincoln Av	3	SGV	2%	4%	-41%	-78%	-80%	-72%	-70%
268	La Cañada Flintridge - El Monte via Baldwin Av & Washington Bl	3	SGV	2%	2%	-38%	-79%	-76%	-72%	-68%
344	Harbor Gateway Transit Center - Palos Verdes via Hawthorne Bl	4	SBC	4%	2%	-33%	-68%	-69%	-57%	-54%
442	Hawthorne - Union Station via Hawthorne Bl, La Brea Av, Manchester Bl. & Harbor Transitway	4	SBC	-14%	-17%	-40%	-78%	-100%	-100%	-100%
460	Downtown LA - Disneyland via Harbor Transit way & I-105 Fwy	3	GWC	6%	4%	-31%	-65%	-62%	-56%	-52%
487	El Monte Station - Sierra Madre Villa Station - Downtown LA	2	SGV	0%	-1%	-45%	-85%	-82%	-76%	-75%
501	NOHO to Pasadena Shuttle	3	SFV	6%	6%	-23%	-71%	-79%	-77%	-74%
534	Malibu - Washington / Fairfax Transit Hub via Pacific Coast Hwy	4	WSC	13%	12%	-29%	-62%	-63%	-58%	-52%

Percent Change Month to Month																								
Jan 19 - Feb 19	Feb 19 - Mar 19	Mar 19 - Apr 19	Apr 19 - May 19	May 19 - Jun 19	Jun 19 - July 19	July 19 - Aug 19	Aug 19 - Sept 19	Sept 19 - Oct 19	Oct 19 - Nov 19	Nov 19 - Dec 19	Dec 19 - Jan 20	Jan 20 - Feb 20	Feb 20 - Mar 20	Mar 20 - Apr 20	Apr 20 - May 20	May 20 - Jun 20	Jun 20 - July 20	July 20 - Aug 20						
19%	-5%	1%	11%	-13%	-23%	26%	21%	-3%	-11%	-23%	30%	15%	-43%	-69%	0%	29%	9%	9%						
5%	3%	1%	2%	-4%	-1%	3%	6%	-2%	-7%	-14%	13%	4%	-38%	-52%	15%	18%	16%	16%						
5%	3%	1%	3%	-3%	4%	3%	6%	-2%	-7%	-11%	9%	4%	-38%	-60%	6%	20%	16%	16%						
3%	6%	0%	1%	0%	1%	3%	6%	-2%	-2%	-20%	18%	3%	-31%	-57%	-22%	38%	9%	9%						
0%	5%	8%	-4%	-3%	1%	2%	6%	1%	-8%	-23%	23%	2%	-36%	-56%	14%	12%	8%	8%						
4%	5%	2%	2%	-1%	0%	2%	3%	2%	-8%	-13%	11%	6%	-34%	-48%	12%	6%	9%	9%						
17%	5%	-3%	6%	-13%	-4%	6%	18%	0%	-9%	-28%	23%	13%	-38%	-60%	13%	24%	4%	4%						
-1%	5%	9%	-3%	3%	-7%	1%	6%	-2%	-5%	-15%	16%	3%	-28%	-35%	4%	18%	9%	9%						
7%	5%	1%	0%	-4%	-2%	4%	5%	0%	-7%	-14%	13%	7%	-31%	-43%	19%	24%	16%	16%						
10%	5%	2%	2%	-5%	-6%	5%	11%	2%	-11%	-21%	16%	10%	-31%	-44%	15%	19%	9%	9%						
11%	3%	2%	7%	-13%	-5%	14%	15%	-1%	-9%	-26%	23%	13%	-38%	-64%	0%	30%	1%	1%						
9%	6%	0%	1%	-5%	0%	5%	8%	-4%	-7%	-21%	18%	7%	-37%	-50%	20%	20%	15%	15%						
18%	2%	-1%	0%	-19%	4%	11%	29%	-4%	-7%	-35%	35%	23%	-39%	-64%	28%	18%	8%	8%						
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10%	6%	-3%	6%	-9%	-14%	10%	22%	1%	-11%	-25%	28%	11%	-38%	-59%	-6%	27%	0%	0%						
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19%	3%	-3%	-1%	-11%	3%	10%	20%	2%	-13%	-32%	29%	16%	-35%	-53%	-14%	7%	0%	0%						
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10%	2%	1%	1%	-2%	-6%	1%	10%	0%	-8%	-18%	15%	6%	-37%	-54%	23%	25%	9%	9%						
14%	4%	-1%	3%	-7%	-8%	11%	13%	0%	-9%	-19%	13%	9%	-35%	-61%	16%	23%	8%	8%						
8%	2%	4%	1%	-5%	-3%	3%	8%	1%	-8%	-13%	12%	3%	-34%	-50%	-5%	24%	15%	15%						
7%	4%	-1%	-1%	-9%	-3%	4%	23%	-1%	-9%	-29%	25%	10%	-40%	-63%	-10%	28%	3%	3%						
4%	-3%	10%	-1%	11%	-5%	-4%	5%	1%	-3%	-8%	0%	4%	-41%	-62%	12%	30%	9%	9%						
6%	1%	0%	3%	-3%	0%	1%	6%	-2%	-7%	-7%	8%	3%	-34%	-52%	-1%	37%	6%	6%						
8%	-2%	0%	1%	4%	-12%	-3%	10%	8%	-10%	-24%	10%	4%	-28%	-64%	-100%	n/a	n/a	n/a						
6%	4%	4%	-1%	3%	-1%	3%	3%	0%	-9%	-15%	11%	4%	-32%	-48%	10%	18%	10%	10%						
8%	2%	0%	-3%	-8%	-1%	9%	14%	-3%	-8%	-25%	25%	7%	-43%	-72%	14%	19%	4%	4%						
1%	2%	2%	5%	-1%	-2%	5%	7%	1%	-7%	-23%	23%	1%	-25%	-62%	-25%	11%	9%	9%						
3%	7%	7%	1%	2%	7%	4%	0%	-8%	-9%	-10%	11%	2%	-32%	-43%	-2%	18%	23%	23%						

Line	Description	Service Tier	Service Council Area	Percent Change Year over Year						
				Jan 19 - Jan 20	Feb 19 - Feb 20	Mar 19 - Mar 20	Apr 19 - Apr 20	May 19 - May 20	Jun 19 - Jun 20	July 19 - July 20
550	Exposition Park / USC - San Pedro via Harbor Transitway	3	SBC	-2%	-5%	-43%	-72%	-74%	-71%	-70%
577	El Monte Station - Long Beach VA Medical Center via I-605 Fwy (PT)	3	GWC	11%	1%	-32%	-73%	-72%	-64%	-61%
601	Warner Center Circulator	2	SFV	-6%	0%	-11%	-61%	-49%	-45%	-59%
602	Westwood - Pacific Palisades via Sunset Blvd.	3	WSC	13%	3%	-46%	-84%	-86%	-79%	-68%
603	Glendale Galleria - Grand Station via Hoover St. & Rampart Bl (PT)	2	SFV	8%	8%	-28%	-58%	-57%	-46%	-39%
605	LAC/USC Medical Ctr - Boyle Heights via Soto St, 4th St & Lorena St (PT)	2	SGV	8%	10%	-25%	-67%	-70%	-62%	-63%
607	Windsor Hills - Inglewood Shuttle (PT)	4	SBC	-27%	-5%	-31%	-44%	-70%	-39%	-45%
611	Huntington Park Shuttle	4	GWC	5%	7%	-24%	-57%	-51%	-34%	-30%
612	South Gate Shuttle	4	GWC	4%	5%	-32%	-62%	-56%	-41%	-33%
625	Green Line Shuttle - World Way West (PT)	4	SBC	-13%	-21%	-26%	-74%	-82%	-79%	-85%
665	Cal State LA - City Terrace Shuttle	3	SGV	9%	16%	-30%	-77%	-81%	-74%	-73%
685	Glendale - Glassell Park via Verdugo Rd	4	WSC	9%	12%	-29%	-67%	-76%	-69%	-68%
687	Altadena - Pasadena - Colorado Bl & Allen Av; Los Robles Av & Fair Oaks Av	4	SGV	-1%	3%	-30%	-69%	-74%	-68%	-60%
704	Downtown LA - Santa Monica via Santa Monica Bl	1	WSC	7%	9%	-32%	-70%	-70%	-62%	-61%
705	West Hollywood - Vernon via La Cienega Bl & Vernon Av	1	WSC	8%	8%	-32%	-63%	-53%	-46%	-61%
710	South Bay Galleria - Wilshire Center via Crenshaw Bl	1	SBC	2%	2%	-35%	-68%	-63%	-57%	-56%
720	Santa Monica - Commerce via Wilshire Bl & Whittier Bl	1	WSC	0%	-1%	-32%	-66%	-61%	-57%	-53%
728	Downtown LA - Century City via Olympic Bl	1	WSC	7%	6%	-38%	-76%	-60%	-54%	-64%
733	Downtown LA - Santa Monica via Venice Bl	1	WSC	4%	6%	-34%	-64%	-51%	-44%	-47%
734	Sherman Oaks - Sylmar/San Fernando Station via Sepulveda Bl. - Brand Bl. - Truman St.	1	SFV	4%	5%	-37%	-69%	-60%	-50%	-45%
740	EXPO/Crenshaw Station - South Bay Galleria via Hawthorne	2	SBC	4%	-2%	-43%	-67%	-58%	-58%	-56%
744	Reseda - Ventura - Van Nuys Blvds.	1	SFV	8%	8%	-36%	-70%	-64%	-53%	-50%
745	Downtown Los Angeles - Harbor Freeway Station via Broadway	1	WSC	5%	0%	-39%	-79%	-73%	-71%	-71%
750	Warner Center - Universal City via Ventura Bl	3	SFV	-9%	-10%	-49%	-77%	-66%	-54%	-45%
751	Cypress Park - Huntington Park via Soto Street	1	WSC	-9%	-11%	-41%	-73%	-59%	-53%	-50%
754	Athens - Hollywood via Vermont Ave	1	SBC	5%	4%	-32%	-69%	-70%	-64%	-59%
757	Hawthorne - Hollywood via Western Av	1	SBC	6%	2%	-41%	-68%	-59%	-53%	-51%
760	Downtown LA - Lynwood via Long Beach Bl	1	GWC	-5%	-11%	-43%	-69%	-54%	-51%	-50%
762	Pasadena - Artesia Blue Line Station via Fair Oaks & Atlantic	2	SGV	1%	1%	-39%	-66%	-56%	-47%	-48%
770	Los Angeles - El Monte via Cesar E Chavez Av & Garvey Av	1	SGV	-8%	-9%	-45%	-76%	-66%	-57%	-54%
780	Pasadena - West Los Angeles via Colorado Bl & Hollywood Bl	1	SGV	-12%	-9%	-51%	-83%	-76%	-68%	-62%
788	Valley-Westside Express	3	SFV	9%	12%	-34%	-69%	-52%	-41%	-100%
794	Downtown Los Angeles - Burbank Station via San Fernando Rd, Brand Bl	3	SFV	-2%	0%	-38%	-70%	-60%	-52%	-49%
901	Metro Orange Line: Warner Center - North Hollywood - Chatsworth Metrolink Station	1	SFV	-2%	-2%	-36%	-72%	-68%	-60%	-58%
910	Metro Silver Line: El Monte - Downtown LA - Harbor Gateway Transit Center - San Pedro	1	SGV	24%	16%	-31%	-76%	-73%	-68%	-64%

Percent Change Month to Month																								
Jan 19 - Feb 19	Feb 19 - Mar 19	Mar 19 - Apr 19	Apr 19 - May 19	May 19 - Jun 19	Jun 19 - July 19	July 19 - Aug 19	Aug 19 - Sept 19	Sept 19 - Oct 19	Oct 19 - Nov 19	Nov 19 - Dec 19	Dec 19 - Jan 20	Jan 20 - Feb 20	Feb 20 - Mar 20	Mar 20 - Apr 20	Apr 20 - May 20	May 20 - Jun 20	Jun 20 - July 20	July 20 - Aug 20						
11%	4%	-1%	3%	-4%	-1%	5%	7%	-2%	-10%	-24%	16%	7%	-37%	-52%	-4%	10%	0%	0%						
44%	-2%	-3%	-11%	-15%	-3%	25%	42%	0%	-18%	-47%	44%	31%	-34%	-61%	-6%	6%	5%	5%						
-4%	2%	6%	-3%	0%	-2%	-1%	-1%	3%	1%	-2%	-5%	2%	-9%	-53%	28%	7%	-27%	-27%						
25%	-5%	-6%	8%	-20%	-26%	63%	16%	-11%	-3%	-20%	20%	14%	-50%	-73%	-2%	21%	11%	11%						
5%	4%	3%	1%	0%	-6%	4%	7%	-1%	-4%	-11%	7%	5%	-31%	-40%	3%	25%	7%	7%						
12%	4%	-4%	6%	-14%	-4%	7%	19%	1%	-10%	-19%	17%	14%	-28%	-57%	-5%	9%	-6%	-6%						
-8%	-11%	2%	37%	-24%	-19%	18%	25%	-5%	-23%	-2%	-4%	20%	-35%	-17%	-28%	57%	-27%	-27%						
5%	1%	1%	3%	-5%	-3%	6%	4%	1%	0%	-18%	14%	7%	-29%	-43%	17%	29%	3%	3%						
6%	6%	2%	1%	-2%	-5%	3%	5%	2%	-7%	-21%	19%	7%	-32%	-43%	17%	32%	7%	7%						
3%	-8%	8%	4%	-4%	3%	-12%	4%	0%	-4%	-24%	24%	-6%	-14%	-62%	-27%	8%	-23%	-23%						
24%	5%	-9%	1%	-16%	-5%	27%	33%	-4%	-15%	-33%	22%	33%	-37%	-70%	-17%	16%	0%	0%						
15%	20%	-7%	8%	-18%	-13%	-5%	59%	3%	-11%	-27%	9%	18%	-24%	-57%	-22%	8%	-11%	-11%						
7%	5%	2%	-3%	-5%	-5%	6%	11%	1%	-8%	-22%	14%	12%	-28%	-55%	-16%	14%	20%	20%						
5%	3%	1%	3%	-2%	1%	5%	2%	-1%	-8%	-10%	9%	7%	-36%	-55%	2%	24%	3%	3%						
7%	1%	0%	5%	-7%	-2%	6%	8%	-1%	-5%	-12%	11%	6%	-36%	-46%	36%	5%	-29%	-29%						
9%	5%	-3%	4%	-2%	-7%	1%	9%	1%	-9%	-17%	16%	9%	-33%	-53%	21%	14%	-5%	-5%						
5%	1%	2%	-1%	1%	1%	1%	-1%	-1%	-5%	-12%	12%	3%	-31%	-49%	13%	12%	11%	11%						
4%	1%	3%	1%	-3%	2%	2%	4%	-2%	-4%	-9%	8%	3%	-41%	-60%	65%	11%	-18%	-18%						
5%	1%	1%	3%	-2%	4%	4%	-1%	-2%	-8%	-8%	8%	7%	-37%	-44%	40%	10%	0%	0%						
5%	3%	3%	0%	-3%	-2%	2%	3%	2%	-6%	-18%	21%	6%	-38%	-49%	29%	19%	8%	8%						
14%	1%	1%	2%	4%	-21%	1%	12%	2%	-6%	-13%	13%	7%	-41%	-42%	34%	3%	-17%	-17%						
12%	3%	4%	-4%	-7%	-1%	3%	12%	1%	-5%	-21%	15%	12%	-39%	-52%	16%	21%	6%	6%						
10%	1%	-2%	2%	3%	-6%	5%	5%	0%	-11%	-13%	12%	4%	-38%	-66%	30%	12%	-5%	-5%						
8%	4%	-2%	-7%	-6%	-14%	8%	6%	2%	-4%	-15%	10%	6%	-41%	-56%	51%	23%	4%	4%						
8%	2%	1%	1%	-4%	-13%	2%	7%	1%	-8%	-19%	16%	6%	-33%	-53%	52%	9%	-6%	-6%						
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14%	5%	-3%	3%	-6%	-6%	5%	20%	-1%	-10%	-26%	15%	13%	-36%	-46%	34%	11%	-8%	-8%						
7%	4%	0%	0%	-6%	-9%	2%	9%	-1%	-7%	-20%	17%	5%	-37%	-56%	44%	17%	-1%	-1%						
4%	4%	-1%	2%	-3%	-14%	2%	10%	-2%	-5%	-15%	8%	7%	-44%	-66%	48%	29%	2%	2%						
8%	1%	0%	0%	-5%	1%	4%	9%	2%	-8%	-18%	18%	11%	-41%	-52%	54%	16%	-100%	-100%						
4%	4%	-1%	0%	-2%	-4%	5%	3%	4%	-6%	-19%	14%	6%	-35%	-52%	33%	19%	2%	2%						
12%	1%	-1%	1%	-10%	-4%	3%	13%	1%	-7%	-22%	18%	12%	-35%	-57%	17%	13%	0%	0%						
20%	2%	-1%	-3%	-2%	5%	9%	16%	5%	-14%	-27%	23%	12%	-40%	-66%	12%	16%	17%	17%						

Attachment B
Top 25 Lines with Highest Percent Decline in Ridership Between January and April 2020

Service Council	Tier	Line	Description	Ridership			
				Jan-20	Apr-20	Change	
1	WSC	Tier 3/4	175	Silver Lake - Hollywood via Hyperion Av & Fountain Av	687	92	-87%
2	WSC	Tier 3/4	602	Westwood - Pacific Palisades via Sunset Blvd.	1872	293	-84%
3	SGV	Tier 3/4	487	El Monte Station - Sierra Madre Villa Station - Downtown LA	3,226	546	-83%
4	SFV	Tier 3/4	245	Woodland Hills - Chatsworth via Topanga Canyon Bl & De Soto Av	2,532	475	-81%
5	SGV	Tier 3/4	71	Downtown LA - Cal State LA via Wabash Av & City Terrace Dr	1,432	288	-80%
6	SFV	Tier 3/4	155	Sherman Oaks - Burbank Station via Riverside Dr, Olive Av	1,181	238	-80%
7	SGV	Tier 1/2	780	Pasadena - West Los Angeles via Colorado Bl & Hollywood Bl	6,037	1,230	-80%
8	SBC	Tier 3/4	211	South Bay Galleria - Redondo Beach via Prairie Av, Inglewood Av	585	120	-79%
9	SFV	Tier 3/4	183	Sherman Oaks - Glendale via Magnolia Bl	1,592	337	-79%
10	WSC	Tier 1/2	745	Downtown Los Angeles - Harbor Freeway Station via Broadway	5,940	1,295	-78%
11	SFV	Tier 3/4	243	Porter Ranch - Woodland Hills via Tampa Av. & Winnetka Av.	1,521	341	-78%
12	SGV	Tier 1/2	76	El Monte - Downtown LA via Valley Bl	7,807	1,766	-77%
13	SGV	Tier 3/4	268	La Cañada Flintridge - El Monte via Baldwin Av & Washington Bl	1,593	363	-77%
14	SGV	Tier 1/2	910	Metro Silver Line: El Monte - Downtown LA - Harbor Gateway Transit Center - San Pedro	17,213	3,955	-77%
15	WSC	Tier 1/2	10	10 Downtown LA - West Hollywood via Temple St & Melrose Av 48 Downtown LA - Avalon Station via Main St & South San Pedro St	10,528	2,561	-76%
16	SGV	Tier 3/4	267	264 Duarte - Altadena via Duarte Rd & Altadena Dr 267 Altadena - El Monte via Temple City Bl & Lincoln Av	2,615	640	-76%
17	SFV	Tier 1/2	166	Chatsworth - Pacoima via Nordhoff St & Osborne St	5,541	1,360	-75%
18	SBC	Tier 3/4	126	Manhattan Beach - Hawthorne Station via Manhattan Beach Bl	167	41	-75%
19	WSC	Tier 1/2	728	Downtown LA - Century City via Olympic Bl	5,626	1,386	-75%
20	SGV	Tier 3/4	665	Cal State LA - City Terrace Shuttle	572	142	-75%
21	SFV	Tier 3/4	236	Sylmar Station - Encino via Balboa	1,470	369	-75%
22	SFV	Tier 3/4	92	Sylmar Station to Downtown Los Angeles via Glenoaks Bl, Brand Bl, Glendale Bl, Temple St, Spring St and Main St	5,315	1,342	-75%
23	SFV	Tier 3/4	158	Chatsworth Metrolink Station - Sherman Oaks via Devonshire St. & Woodman Av	1,833	463	-75%
24	GWC	Tier 3/4	127	Compton Station - Downey via Compton Bl & Somerset Bl	803	204	-75%
25	WSC	Tier 1/2	217	Hollywood/Vine Station - Culver City Transit Center via Hollywood - Fairfax	6,297	1,610	-74%

Top 25 Lines with Lowest Percent Decline in Ridership Between January and April 2020

Service Council	Tier	Line	Description	Ridership			
				Jan-20	Apr-20	Change	
1	GWC	Tier 3/4	202	Willowbrook to Wilmington via Alameda	204	98	-52%
2	SBC	Tier 3/4	246	San Pedro - Harbor Gateway Transit Center via Avalon Bl	2,168	1,012	-53%
3	SBC	Tier 3/4	442	Hawthorne - Union Station via Hawthorne Bl, La Brea Av, Manchester Bl. & Harbor Transitway	139	63	-55%
4	GWC	Tier 3/4	611	Huntington Park Shuttle	1,487	642	-57%
5	SFV	Tier 3/4	601	Warner Center Circulator	922	396	-57%
6	SFV	Tier 1/2	234	Sherman Oaks - Sylmar via Sepulveda Bl & Brand Bl	4,797	2,040	-57%
7	SFV	Tier 1/2	233	Lake View Terrace - Sherman Oaks via Van Nuys Bl	10,630	4,503	-58%
8	SBC	Tier 1/2	207	Athens - Hollywood via Western Ave	15,563	6,535	-58%
9	SBC	Tier 1/2	204	Athens - Hollywood via Vermont Ave	18,629	7,796	-58%
10	GWC	Tier 3/4	612	South Gate Shuttle	1,071	444	-59%
11	SBC	Tier 1/2	40	South Bay Galleria - Union Station via Hawthorne Bl, Crenshaw Bl & ML King Bl	13,514	5,599	-59%
12	SBC	Tier 1/2	51	Downtown LA - Compton - Harbor Gateway Transit Center via Avalon Bl	21,979	8,813	-60%
13	WSC	Tier 3/4	534	Malibu - Washington / Fairfax Transit Hub via Pacific Coast Hwy	1,473	580	-61%
14	SGV	Tier 1/2	762	Pasadena - Artesia Blue Line Station via Fair Oaks & Atlantic	3,250	1,267	-61%
15	WSC	Tier 3/4	685	Glendale - Glassell Park via Verdugo Rd	431	168	-61%
16	GWC	Tier 1/2	60	Downtown LA - Artesia Station via Long Beach Bl	12,979	5,050	-61%
17	SFV	Tier 3/4	94	Sylmar - Downtown L.A. via San Fernando Rd & Hill St	4,100	1,586	-61%
18	GWC	Tier 1/2	760	Downtown LA - Lynwood via Long Beach Bl	3,749	1,436	-62%
19	WSC	Tier 1/2	18	Wilshire Center - Montebello via Sixth St & Whittier Bl	16,602	6,345	-62%
20	SBC	Tier 1/2	111	LAX to Norwalk via Florence Av	14,515	5,495	-62%
21	WSC	Tier 1/2	251	Cypress Park - Lynwood via Soto St	7,671	2,894	-62%
22	SBC	Tier 1/2	210	South Bay Galleria - Hollywood via Crenshaw Bl	9,893	3,711	-62%
23	GWC	Tier 3/4	62	Downtown LA - Hawaiian Gardens via Telegraph Rd	3,975	1,491	-62%
24	SGV	Tier 1/2	66	Wilshire Center - Montebello via Olympic Bl & 8th St	9,848	3,679	-63%
25	WSC	Tier 1/2	733	Downtown LA - Santa Monica via Venice Bl	7,479	2,793	-63%

Attachment C
Top 25 Lines with Highest Percent Increase in Ridership Between April and August 2020

Service Council	Tier	Line	Description	Ridership			
				Jan-20	Apr-20	Change	
1	SBC	Tier 3/4	126	Manhattan Beach - Hawthorne Station via Manhattan Beach Bl	41	100	144%
2	SGV	Tier 1/2	66	Wilshire Center - Montebello via Olympic Bl & 8th St	3,679	8,658	135%
3	WSC	Tier 1/2	28	Century City - Downtown LA - Eagle Rock via Olympic	2,276	5,016	120%
4	WSC	Tier 1/2	105	West Hollywood - Vernon via La Cienega Bl & Vernon Av	3,373	7,225	114%
5	SGV	Tier 1/2	780	Pasadena - West Los Angeles via Colorado Bl & Hollywood Bl	1,230	2,583	110%
6	SFV	Tier 1/2	750	Warner Center - Universal City via Ventura Bl	614	1,241	102%
7	SGV	Tier 1/2	76	El Monte - Downtown LA via Valley Bl	1,766	3,553	101%
8	SFV	Tier 3/4	94	Sylmar - Downtown L.A. via San Fernando Rd & Hill St	1,586	3,167	100%
9	SGV	Tier 1/2	180	Pasadena - Hollywood via Colorado Bl and Hollywood Bl	2,638	5,235	98%
10	SFV	Tier 3/4	183	Sherman Oaks - Glendale via Magnolia Bl	337	658	95%
11	WSC	Tier 1/2	33	Downtown LA - Santa Monica via Venice Bl	3,004	5,765	92%
12	WSC	Tier 1/2	18	Wilshire Center - Montebello via Sixth St & Whittier Bl	6,345	12,046	90%
13	WSC	Tier 1/2	45	Lincoln Heights - Rosewood via Broadway	4,692	8,906	90%
14	SFV	Tier 3/4	154	Tarzana - Burbank via Burbank Bl & Oxnard St	220	414	88%
15	WSC	Tier 1/2	16	16 Downtown LA - Century City via 3rd St	6,015	11,301	88%
16	WSC	Tier 1/2	251	17 Downtown LA - Culver City Station via Robertson Bl.	2,894	5,314	84%
17	SBC	Tier 1/2	111	Cypress Park - Lynwood via Soto St	5,495	10,073	83%
18	SFV	Tier 1/2	233	LAX to Norwalk via Florence Av	4,503	8,201	82%
19	SFV	Tier 3/4	237	Lake View Terrace - Sherman Oaks via Van Nuys Bl	618	1,117	81%
20	SFV	Tier 1/2	734	237 Mission Hills - Hollywood via Woodley, Chandler, Cahuenga	1,907	3,421	79%
21	GWC	Tier 3/4	127	656 Owl Service Hollywood - Panorama City via Cahuenga, Chandler and Van Nuys	204	365	79%
22	GWC	Tier 1/2	760	Sherman Oaks - Sylmar/San Fernando Station via Sepulveda Bl. - Brand Bl. - Truman St.	1,436	2,556	78%
23	WSC	Tier 1/2	4	Compton Station - Downey via Compton Bl & Somerset Bl	5,033	8,895	77%
24	SGV	Tier 1/2	70	Downtown LA - Lynwood via Long Beach Bl	2,549	4,500	77%
25	WSC	Tier 1/2	81	Downtown LA - West LA - Santa Monica via Santa Monica Bl	3,639	6,420	76%
				Los Angeles - El Monte via Garvey Av			
				Eagle Rock - Exposition Park via Figueroa			

Top 25 Lines with Lowest Percent Increase in Ridership Between January and April 2020

Service Council	Tier	Line	Description	Ridership			
				Jan-20	Apr-20	Change	
1	SBC	Tier 3/4	625	Green Line Shuttle - World Way West (PT)	84	63	-25%
2	WSC	Tier 3/4	685	Glendale - Glassell Park via Verdugo Rd	168	135	-20%
3	SBC	Tier 3/4	607	Windsor Hills - Inglewood Shuttle (PT)	29	24	-17%
4	SFV	Tier 3/4	501	NOHO to Pasadena Shuttle	418	392	-6%
5	SFV	Tier 3/4	601	Warner Center Circulator	396	378	-5%
6	SGV	Tier 3/4	256	Commerce - Altadena via Eastern Av & Hill Av (PT)	481	466	-3%
7	SBC	Tier 3/4	550	Exposition Park / USC - San Pedro via Harbor Transitway	383	388	1%
8	SGV	Tier 3/4	665	Cal State LA - City Terrace Shuttle	142	144	1%
9	WSC	Tier 1/2	705	West Hollywood - Vernon via La Cienega Bl & Vernon Av	1,983	2,015	2%
10	SGV	Tier 1/2	605	LAC/USC Medical Ctr - Boyle Heights via Soto St, 4th St & Lorena St (PT)	718	730	2%
11	SGV	Tier 3/4	687	Altadena - Pasadena - Colorado Bl & Allen Av; Los Robles Av & Fair Oaks Av	380	417	10%
12	GWC	Tier 3/4	577	El Monte Station - Long Beach VA Medical Center via I-605 Fwy (PT)	246	273	11%
13	SBC	Tier 1/2	740	EXPO/Crenshaw Station - South Bay Galleria via Hawthorne	769	854	11%
14	SBC	Tier 3/4	205	Imperial/Wilmington Sta. - San Pedro via Wilmington Av, Vermont Av & Western Av (PT)	1,313	1,521	16%
15	SFV	Tier 3/4	96	Downtown LA - Burbank Station via Griffith Pk Dr & Riverside Dr (PT)	331	396	20%
16	SGV	Tier 3/4	267	264 Duarte - Altadena via Duarte Rd & Altadena Dr	640	769	20%
17	SBC	Tier 3/4	125	267 Altadena - El Monte via Temple City Bl & Lincoln Av	1,549	1,866	20%
18	WSC	Tier 3/4	218	Plaza El Segundo - Norwalk Station via Rosecrans Av (PT)	276	340	23%
19	GWC	Tier 3/4	120	Studio City - Beverly Hills via Laurel Canyon Bl (PT)	1,174	1,459	24%
20	WSC	Tier 3/4	252	Aviation Station - Whittwood Mall via Imperial Hwy	573	719	25%
21	SBC	Tier 1/2	710	Montecito Heights - Boyle Heights via Soto St.	2,056	2,638	28%
22	SBC	Tier 3/4	130	South Bay Galleria - Wilshire Center via Crenshaw Bl	886	1,151	30%
23	SFV	Tier 3/4	236	Redondo Beach - Cerritos via Artesia Bl (PT)	369	482	31%
24	SBC	Tier 1/2	232	Sylmar Station - Encino via Balboa	2,167	2,838	31%
25	SBC	Tier 1/2	754	Long Beach - LAX via Pacific Coast Hwy & Sepulveda Bl (PT)	6,313	8,347	32%
				Athens - Hollywood via Vermont Ave			

Attachment D Analysis of Travel Demand During COVID-19

A detailed analysis of Location Based Services (cell phone location) data was conducted to understand the changes to overall travel with LA County as a result of the pandemic. Analyzing overall travel patterns helps to understand if transit ridership is tracking similarly or not, and if so, where and when are the next emerging markets expected?

Appendix A presents the weekly changes in visits per resident, person miles traveled (PMT), and PMT per visit regionwide, within each service council area, and along key transit corridors compared to Jan 12-18, 2020. Appendix B shows the changes during the AM Peak and Midday time periods for the three geographic levels.

Regionwide

- Visits/Resident shows a staggered recovery – after an initial drop of 21% in mid-April 2020, travel recovered by about 11% heading into June, 2020 and remained at that level until the end of July, 2020. In August 2020, LA County saw peak case loads for COVID-19, which caused another decline in overall travel before recovering to mid-June levels by the end of September 2020.
- PMT changes followed a similar trend – after a 35% drop in mid-April 2020 compared to January 2020, PMT increased to 12% below January levels in mid-June, signifying 23% recovery. A slight increase was witnessed at the end of August 2020, but then dropped down to June 2020 levels by September 2020.
- PMT per Visit shows that residents made significantly shorter trips in the early weeks of the pandemic – in mid-April 2020, the PMT per visit was about 18% lower than January 2020 levels. As of late September 2020, the trip lengths returned to near January levels (2% lower than Jan), indicating a widening of travel sheds (longer trips were returning).
- Visits/Residents by time of day have changed significantly, with more travel in midday period as compared to AM peaks. While AM peak saw a 47% drop in mid-April 2020, travel in the midday dropped only about 14%. Between June and August 2020, the midday travel was higher than January 2020 levels, while AM Peak stayed around 40% lower. This indicates a change in the travel curve, with AM commute patterns replaced with trips staggered in the off-peak periods. As of September 2020, the curve seems to be reshaping again, with slight increases in AM peak and drops in midday, but midday travel still dominates as PMT recovery in Midday is larger than PMT recovery in AM Peak.

Service Council Areas

- Metro's jurisdiction is divided into 5 Service Council Areas:
 - GWC – Gateway Cities
 - SBC – South Bay Cities
 - SFV – San Fernando Valley
 - SGV San Gabriel Valley
 - WSC – Westside/Central
- Recovery in Visits/Residents varies significantly by service council area – SGV saw the largest % decrease in mid-April 2020 (-27%), followed by WSC (-25%). GWC had the lowest drop amongst service councils (-17%). WSC has been the slowest to recover (gained 11% since lowest point) while SGV was the fastest to recover (gained 14% since lowest point). WSC travel by residents is the lowest compared to January 2020 levels.
- PMT shows a slightly different trend. While SFV, SBC, WSC, and SGV all declined around 37% in mid-April 2020, WSC and SGV showed the largest gains by mid-September 2020 (24% recovery from lows in mid-April). Overall, by mid-September 2020, SFV was 17% lower than January levels, while WSC is reduced by 12%. This could be partially explained by the reduction in commute trips from SFV, many of which work in the WSC area. GWC is the closest to January 2020 levels as their decline in mid-April 2020 was less pronounced than other areas.
- For PMT per visit, residents of SFV and SBC reduced their trip lengths more than residents of other regions – about 18% shorter trips as compared to January 2020 levels. Reduction in the travel sheds was the least for GWC. Trip lengths for WSC and GWC residents is similar or slightly greater than January 2020 levels, indicating that residents have expanded their travel sheds. SFV and SBC are still 4-5% lower than January 2020 levels.
- For Visits/Resident by time of day, SGV, WSC, and SFV had the largest decreases during the AM peak period (over 50%) in mid-April 2020. Midday travel in GWC saw the lowest drop (-7%), while WSC had a 21% decline. SGV had the largest recovery for both time periods (14% AM Peak and 11% Midday from lows in mid-April 2020), SFV had the slowest recovery. SBC and GWC are closest to mid-January 2020 levels for travel during the midday. In terms of PMT in AM peak period, SFV and WSC had the largest drops in mid-April, while SGV and SBC had the largest drops in midday period.

Key Transit Corridors

- Out of four corridors showing more than 25% decline in visits/residents, three are situated in WSC. Residents in the Alvarado BL (which covers parts of USC)

showed the largest drop (-33%) in mid-April 2020, followed by Ventura BL and Santa Monica BL which dropped around 27% from the January 2020 levels. Avalon/Central Watts to Carson corridor witnessed the lowest drop (- 11%) from January. In September 2020, this corridor shows travel closest to January levels, while the corridors most reduced from January levels of travel are the Silver Line (El Monte – Downtown LA), Ventura BL, and Santa Monica BL.

- For PMT, Santa Monica BL and Ventura BL had the largest decreases in mid-April 2020 (down over 40%), while Avalon/Central Watts, Slauson Av, and Florence Av reduced to only around 15% of pre-pandemic levels. Recovery rates vary widely – travel by residents along Santa Monica BL and Ventura BL are still 22% below January 2020 levels, while several corridors in SGV (Line 18, Lines 68/770) and GWC (Slauson Av, Florence Av, Long Beach Av) are near or slightly higher.
- For PMT per visit, Santa Monica BL, Ventura BL and Silver Line (El Monte – Downtown LA) corridor showed the largest drops, while residents in GWC corridors (Slauson Av, Florence Av, Long Beach Av), Alvarado BL, and Van Nuys BL showed the least constriction in travel shed sizes (< 10% drops from January 2020 levels). Almost all corridors (except Ventura BL and Santa Monica BL) are at or above January levels.
- For Visits/Resident by time periods, WSC and SFV corridors witnessed the largest drops in mid-April 2020 for both AM peak and midday periods. Midday travel along Alvarado BL saw the biggest jump (over 23%) from mid-April to mid-September 2020, though it is still 15% lower than January 2020 levels. Wilshire BL, Avalon/Central Watts, Florence Av, Long Beach Av are all near or above January levels by mid-September 2020.

% Change in PMT per visit by Corridor (Reference Week = Jan 12 - Jan 18)

Service Council	Home Location	JAN 12 - JAN 18	APR 19 - APR 25	APR 26 - MAY 02	MAY 03 - MAY 09	MAY 10 - MAY 16	MAY 17 - MAY 23	JUN 07 - JUN 13	JUN 14 - JUN 20	JUN 21 - JUN 27	JUN 28 - JUL 04	JUL 05 - JUL 11	JUL 12 - JUL 18	JUL 19 - JUL 25	JUL 26 - AUG 01	AUG 02 - AUG 08	AUG 09 - AUG 15	AUG 16 - AUG 22	AUG 23 - AUG 29	SEP 06 - SEP 12	SEP 20 - SEP 26
SFV	Van Nuys Bl only between Foothill and Ventura		-8%	-9%	-6%	-4%	-6%	6%	3%	3%	4%	1%	7%	7%	3%	3%	4%	5%	5%	3%	4%
	Ventura Bl between Universal City Station and Topanga Canyon		-22%	-21%	-17%	-17%	-13%	-3%	-4%	-5%	-5%	0%	1%	-1%	-6%	-6%	-6%	-6%	2%	-8%	-9%
	Entire Service Council (SFV)		-18%	-17%	-13%	-11%	-12%	-4%	-2%	-2%	-3%	-3%	-3%	-3%	-4%	-5%	-3%	-4%	0%	-5%	-4%
SBC	Rosecrans Av 2		-15%	-14%	-12%	-11%	-9%	-4%	-1%	-2%	-4%	-2%	-1%	-3%	-1%	-1%	-1%	-2%	0%	1%	1%
	Avalon/Central Watts to Carson		-12%	-9%	-6%	-9%	-4%	0%	3%	3%	-1%	3%	2%	2%	-1%	-4%	-1%	1%	10%	2%	7%
	Entire Service Council (SBC)		-19%	-18%	-15%	-14%	-13%	-9%	-4%	-6%	-5%	-6%	-6%	-9%	-11%	-9%	-7%	-5%	-8%	-5%	
WSC	Santa Monica BL from Sunset BL to City of Santa Monica		-30%	-21%	-20%	-24%	-18%	-7%	-7%	-7%	-4%	-8%	-10%	-7%	-9%	-11%	-7%	-8%	-4%	-10%	-11%
	Wilshire BL from 110 fwy to Wilshire/ Santa Monica BL		-12%	-11%	-7%	-10%	-3%	3%	-1%	1%	2%	-2%	2%	2%	-1%	-2%	0%	4%	7%	1%	1%
	3rd St from La Cienega BL to 110 fwy		-18%	-13%	-8%	-10%	-9%	-2%	-3%	-1%	-1%	-4%	-3%	1%	-3%	-6%	-1%	-3%	0%	-2%	1%
	Alvarado BL from Logan/Montana to Exposition/Flower		-6%	0%	1%	6%	13%	12%	21%	20%	18%	14%	11%	11%	10%	15%	15%	22%	23%	19%	16%
	Entire Service Council (WSC)		-15%	-14%	-10%	-8%	-8%	1%	-1%	2%	2%	3%	2%	2%	-1%	-3%	0%	0%	4%	0%	3%
SGV	10-Fwy Corridor Between El Monte Station to Alameda/Busway (Silver Line & 487/489)		-20%	-13%	-13%	-10%	-9%	-2%	-2%	-2%	-2%	-1%	-3%	-3%	-3%	-5%	-3%	3%	4%	1%	4%
	Line 18 (Whittier Corridor between atlantic & Soto)		-5%	-8%	0%	2%	2%	4%	2%	0%	-1%	4%	1%	4%	4%	-1%	4%	3%	11%	3%	11%
	Lines 68/770 (Cesar Chavez btw Atlantic & Soto) & Line 70 (Garvey btw Santa Anita & Atlantic)		-11%	-9%	-4%	-3%	-3%	2%	4%	3%	-1%	3%	1%	3%	3%	1%	2%	6%	7%	3%	9%
	Lines 260/762 (Atlantic Corridor Between Huntington Dr. & Imperial)		-17%	-10%	-8%	-6%	-5%	-1%	5%	3%	0%	2%	4%	2%	0%	-3%	0%	1%	7%	0%	6%
Entire Service Council (SGV)		-15%	-14%	-13%	-11%	-7%	-3%	-1%	-3%	-5%	-4%	0%	-3%	-4%	-2%	-2%	1%	-4%	-1%		
GWC	Slauson Av Corridor Between I-110 Fwy to Rosemead Bl		-9%	-7%	-6%	-5%	-4%	1%	0%	-3%	-2%	0%	4%	0%	0%	-1%	-1%	3%	7%	3%	5%
	Florence Av Corridor Between I-110 Fwy to Norwalk Station		-8%	-1%	-3%	0%	3%	7%	5%	5%	6%	10%	6%	8%	7%	7%	4%	11%	14%	5%	12%
	Long Beach Av Corridor btwn Slauson Av to Artesia A-Line (Blue) Station		-8%	-9%	-7%	-4%	1%	0%	4%	4%	4%	3%	0%	4%	1%	-1%	3%	4%	7%	1%	5%
	Entire Service Council (GWC)		-13%	-11%	-9%	-7%	-5%	-1%	1%	-1%	-3%	-1%	2%	2%	0%	-2%	1%	1%	4%	-3%	1%
All SC	All Service Councils		-18%	-13%	-13%	-11%	-7%	-3%	-1%	-2%	-4%	-2%	-3%	-3%	-2%	-8%	-5%	-1%	2%	-5%	-2%

% Change in Visits/Resident by Corridor and Time of Day (Reference Week = Jan 12 - Jan 18)

Service Council	Home Location	Time of Day	JAN 12 -	APR 19 -	APR 26 -	MAY 03 -	MAY 10 -	MAY 17 -	JUN 07 -	JUN 14 -	JUN 21 -	JUN 28 -	JUL 05 -	JUL 12 -	JUL 19 -	JUL 26 -	AUG 02 -	AUG 09 -	AUG 16 -	AUG 23 -	SEP 06 -	SEP 20 -
			JAN 18	APR 25	MAY 02	MAY 09	MAY 16	MAY 23	JUN 13	JUN 20	JUN 27	JUL 04	JUL 11	JUL 18	JUL 25	AUG 01	AUG 08	AUG 15	AUG 22	AUG 29	SEP 12	SEP 26
SFV	Van Nuys BL only between Foothill and Ventura	AM Peak (6 AM - 9 AM)	-39%	-33%	-33%	-34%	-34%	-29%	-30%	-30%	-32%	-25%	-29%	-30%	-31%	-33%	-28%	-27%	-22%	-32%	-27%	
		Midday (9 AM - 2 PM)	-5%	-4%	-2%	-3%	4%	11%	11%	10%	9%	10%	3%	4%	-3%	-2%	7%	2%	5%	1%	-4%	
	Ventura BL between Universal City Station and Topanga Canyon	AM Peak (6 AM - 9 AM)	-57%	-54%	-49%	-54%	-54%	-48%	-47%	-47%	-50%	-43%	-40%	-49%	-46%	-43%	-36%	-43%	-36%	-46%	-43%	
		Midday (9 AM - 2 PM)	-21%	-17%	-14%	-10%	-10%	5%	7%	5%	5%	2%	1%	-1%	-8%	-9%	-4%	-2%	1%	-9%	-9%	
Entire Service Council (SFV)	AM Peak (6 AM - 9 AM)	-50%	-47%	-47%	-48%	-46%	-39%	-40%	-41%	-41%	-37%	-36%	-37%	-43%	-44%	-42%	-38%	-33%	-44%	-38%		
	Midday (9 AM - 2 PM)	-14%	-12%	-10%	-11%	-6%	6%	5%	3%	6%	3%	2%	3%	-8%	-8%	-7%	-6%	-2%	-10%	-10%		
SBC	Rosecrans Av 2	AM Peak (6 AM - 9 AM)	-44%	-44%	-43%	-43%	-40%	-36%	-37%	-38%	-39%	-32%	-32%	-34%	-39%	-39%	-35%	-33%	-30%	-39%	-34%	
		Midday (9 AM - 2 PM)	-15%	-13%	-11%	-13%	-8%	1%	1%	-2%	2%	4%	-4%	-5%	-9%	-7%	-7%	-6%	-6%	-8%	-5%	
	Avalon/Central Watts to Carson	AM Peak (6 AM - 9 AM)	-36%	-34%	-34%	-34%	-30%	-24%	-30%	-34%	-33%	-31%	-30%	-28%	-34%	-35%	-33%	-26%	-22%	-35%	-30%	
		Midday (9 AM - 2 PM)	4%	9%	2%	6%	14%	18%	14%	11%	14%	12%	13%	4%	7%	6%	8%	10%	4%	7%	-5%	
Entire Service Council (SBC)	AM Peak (6 AM - 9 AM)	-46%	-45%	-45%	-45%	-41%	-36%	-38%	-40%	-41%	-37%	-36%	-37%	-41%	-42%	-39%	-35%	-30%	-40%	-35%		
	Midday (9 AM - 2 PM)	-11%	-8%	-8%	-8%	-3%	10%	4%	2%	5%	4%	2%	2%	-5%	-5%	-4%	-1%	3%	-6%	-5%		
WSC	Santa Monica BL from Sunset BL to City of Santa Monica	AM Peak (6 AM - 9 AM)	-54%	-55%	-55%	-53%	-53%	-42%	-46%	-46%	-45%	-39%	-39%	-42%	-45%	-51%	-44%	-39%	-33%	-45%	-39%	
		Midday (9 AM - 2 PM)	-28%	-26%	-25%	-20%	-22%	-8%	-6%	-8%	-5%	-5%	-9%	-9%	-16%	-17%	-10%	-6%	-9%	-9%	-10%	
	Wilshire BL from 110 fwy to Wilshire/ Santa Monica BL	AM Peak (6 AM - 9 AM)	-50%	-48%	-48%	-45%	-44%	-38%	-36%	-45%	-41%	-36%	-33%	-36%	-42%	-43%	-42%	-39%	-34%	-37%	-31%	
		Midday (9 AM - 2 PM)	-18%	-17%	-16%	-11%	-8%	-3%	-1%	-7%	-6%	-1%	-2%	-3%	-10%	-11%	-9%	-9%	-6%	-6%	-4%	
	3rd St from La Cienega BL to 110 fwy	AM Peak (6 AM - 9 AM)	-49%	-46%	-45%	-46%	-39%	-35%	-35%	-41%	-39%	-32%	-35%	-32%	-41%	-41%	-34%	-30%	-37%	-30%		
		Midday (9 AM - 2 PM)	-15%	-11%	-9%	-11%	-7%	0%	5%	-3%	0%	1%	1%	0%	-11%	-11%	-9%	-6%	-1%	-5%	-4%	
Alvarado BL from Logan/Montana to Exposition/Flower	AM Peak (6 AM - 9 AM)	-48%	-45%	-44%	-45%	-45%	-31%	-33%	-35%	-37%	-28%	-27%	-26%	-34%	-31%	-28%	-26%	-22%	-30%	-19%		
	Midday (9 AM - 2 PM)	-37%	-33%	-32%	-29%	-27%	-22%	-21%	-21%	-18%	-20%	-22%	-21%	-25%	-24%	-22%	-19%	-16%	-21%	-14%		
Entire Service Council (WSC)	AM Peak (6 AM - 9 AM)	-51%	-48%	-48%	-48%	-46%	-40%	-39%	-43%	-42%	-39%	-38%	-40%	-44%	-45%	-43%	-38%	-32%	-42%	-38%		
	Midday (9 AM - 2 PM)	-21%	-18%	-17%	-17%	-12%	-5%	-1%	-6%	-4%	-6%	-7%	-6%	-14%	-14%	-13%	-11%	-6%	-14%	-12%		
SGV	10-Fwy Corridor Between El Monte Station to Alameda/Busway (Silver Line & 4	AM Peak (6 AM - 9 AM)	-49%	-49%	-46%	-47%	-43%	-41%	-40%	-41%	-42%	-38%	-37%	-39%	-41%	-43%	-41%	-39%	-34%	-42%	-36%	
		Midday (9 AM - 2 PM)	-18%	-19%	-14%	-14%	-10%	-7%	-3%	-5%	-3%	-4%	-6%	-6%	-12%	-10%	-10%	-13%	-7%	-10%	-9%	
	Line 18 (Whittier Corridor between atlantic & Soto)	AM Peak (6 AM - 9 AM)	-42%	-42%	-39%	-40%	-40%	-32%	-33%	-34%	-32%	-31%	-29%	-39%	-37%	-32%	-35%	-25%	-40%	-34%		
		Midday (9 AM - 2 PM)	-16%	-13%	-12%	-14%	-11%	-2%	3%	-1%	-3%	-2%	3%	-3%	-14%	-10%	-7%	-13%	-7%	-14%	-12%	
	Lines 68/770 (Cesar Chavez Corridor btw Atlantic & Soto) & Line 70 (Garvey Co	AM Peak (6 AM - 9 AM)	-42%	-41%	-40%	-40%	-38%	-32%	-34%	-35%	-36%	-31%	-32%	-33%	-34%	-37%	-33%	-34%	-29%	-36%	-30%	
		Midday (9 AM - 2 PM)	-10%	-7%	-7%	-8%	-2%	4%	3%	2%	3%	1%	1%	3%	-5%	-4%	-4%	-6%	-4%	-5%	-4%	
Lines 260/762 (Atlantic Corridor Between Huntington Dr. & Imperial)	AM Peak (6 AM - 9 AM)	-43%	-46%	-44%	-44%	-41%	-35%	-35%	-39%	-36%	-34%	-35%	-37%	-42%	-40%	-37%	-35%	-29%	-39%	-32%		
	Midday (9 AM - 2 PM)	-13%	-12%	-9%	-10%	-8%	3%	1%	-1%	1%	-1%	-7%	-5%	-11%	-5%	-11%	-4%	-5%	-9%	-5%		
Entire Service Council (SGV)	AM Peak (6 AM - 9 AM)	-50%	-48%	-45%	-47%	-45%	-39%	-40%	-40%	-41%	-37%	-39%	-40%	-43%	-45%	-43%	-38%	-33%	-45%	-36%		
	Midday (9 AM - 2 PM)	-19%	-16%	-11%	-12%	-10%	-1%	-1%	-2%	0%	-2%	-7%	-7%	-13%	-13%	-11%	-11%	-6%	-14%	-8%		
GWC	Slauson Av Corridor Between I-110 Fwy to Rosemead Bl	AM Peak (6 AM - 9 AM)	-39%	-36%	-37%	-33%	-35%	-34%	-35%	-38%	-34%	-32%	-33%	-31%	-35%	-33%	-33%	-34%	-29%	-35%	-30%	
		Midday (9 AM - 2 PM)	-9%	-5%	-4%	-1%	-1%	4%	2%	1%	1%	1%	-1%	-7%	1%	-6%	-6%	-3%	-8%	-6%	-3%	
	Florence Av Corridor Between I-110 Fwy to Norwalk Station	AM Peak (6 AM - 9 AM)	-40%	-39%	-36%	-37%	-37%	-32%	-31%	-31%	-37%	-33%	-30%	-34%	-36%	-37%	-32%	-32%	-24%	-34%	-30%	
		Midday (9 AM - 2 PM)	-5%	-4%	0%	-2%	1%	6%	12%	7%	7%	3%	2%	4%	-3%	-1%	3%	-2%	1%	0%	0%	
	Long Beach Av Corridor btwn Slauson Av to Artesia A-Line (Blue) Station	AM Peak (6 AM - 9 AM)	-42%	-39%	-34%	-35%	-35%	-34%	-31%	-32%	-34%	-31%	-29%	-27%	-30%	-32%	-33%	-33%	-29%	-39%	-31%	
		Midday (9 AM - 2 PM)	-9%	-5%	-2%	-1%	2%	6%	4%	-1%	5%	2%	1%	1%	2%	3%	1%	-4%	0%	-6%	-2%	
Entire Service Council (GWC)	AM Peak (6 AM - 9 AM)	-42%	-41%	-39%	-40%	-37%	-33%	-34%	-35%	-36%	-32%	-33%	-35%	-38%	-39%	-37%	-33%	-28%	-36%	-30%		
	Midday (9 AM - 2 PM)	-7%	-4%	-3%	-4%	1%	8%	7%	5%	8%	5%	0%	1%	-5%	-5%	-6%	-4%	2%	-3%	-2%		
All SC	All Service Councils	AM Peak (6 AM - 9 AM)	-47%	-47%	-44%	-45%	-44%	-37%	-38%	-40%	-40%	-36%	-35%	-36%	-43%	-41%	-39%	-37%	-32%	-40%	-34%	
		Midday (9 AM - 2 PM)	-13%	-13%	-8%	-9%	-8%	3%	2%	1%	4%	2%	0%	1%	-10%	-6%	-6%	-7%	-3%	-7%	-6%	

Motion 10.1 Update

FY21 Operations Recovery Plan



Motion 10.1

1

Aligns bus lines with their respective NextGen service tier standards

2

Does not exceed maximum load factors on buses and trains based on industry accepted health and safety standards

3

Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds

4

Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes

5

Restores revenue service hours as appropriate to achieve all of the above outcomes



Criteria for Adding Service

	Threshold
Passenger Load	<ul style="list-style-type: none">• 98% of weekly trips should not exceed an average of 75% of seated capacity.
Health Directives	<ul style="list-style-type: none">• Schools open for in-person sessions with more transit demand than current capacity can accommodate.• Prioritize Tier 1 and 2 lines in areas showing emerging markets.
Resources	<ul style="list-style-type: none">• Sales taxes grow faster than forecasted and can support FY22 budget assumptions.• Maintain operator staffing levels at 1.25 operator to assignment ratio (OAR) prior to adding additional service beyond F21 budget.
Performance	<ul style="list-style-type: none">• Maintain current COVID-19 performance of 30 boardings/Revenue Service Hour