



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 16, 2024

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q4 CY2023

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the NextGen Bus Ridership Update.

ISSUE

This report provides an assessment of Metro bus system ridership for the fourth quarter of calendar year 2023 (Q4 CY2023, including the months October - December 2023) compared to ridership from the same period of 2019 (pre-pandemic/pre-NextGen Bus Plan). Ridership changes are examined by the day type (weekday, Saturday, Sunday), area, Equity Focus Communities (EFCs)/non-EFCs, time period, line/line group, and average passenger trip length changes.

BACKGROUND

- The NextGen Bus Plan was adopted by the Metro Board in October 2020.
- The NextGen Bus Plan was designed to be rolled out in two phases: Reconnect and Transit First.
- Reconnect is the initial phase set to restructure the existing network and was implemented over three implementation dates between December 2020 and December 2021.
- The plan was designed to create a fast, frequent, and reliable Metro bus system. Transit First is an additional phase that maximizes the plan's effectiveness through strategic, quick-build capital investments to improve bus speeds, and direct saved revenue service hours to bus frequency improvements.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability.
- Full restoration of NextGen Bus Plan service levels was completed in phases by December 2022.
- Metro continued to operate the full NextGen bus service levels through 2023 into 2024 with improved reliability, thanks to full bus operator staffing, which was achieved by August 2023.

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

Table 1: NextGen Frequency Tiers as of Dec 2022

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

When fully implemented, the Transit First scenario is expected to achieve a 15-20% increase in ridership. To date, around 50 miles of new bus priority lanes have been implemented. Two additional corridors (Florence Av and Roscoe Bl - 31.2 lane miles) will be delivered before the end of FY24, and 15 additional miles are in planning (Vermont Av, Santa Monica Bl). Transit signal priority and all-door boarding are other speed and reliability initiatives that should begin implementation in late 2024, with ongoing optimization of bus stops and terminals.

Metro bus ridership continues to recover towards pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth from the implementation of the range of bus speed and reliability improvements planned as part of the Transit First scenario.

DISCUSSION

In examining ridership results to date, it is essential to note the impact of the COVID-19 pandemic beginning in March 2020, with the significant effects on both Metro bus service levels and ridership, but also to societal changes such as increased telecommuting coming out of the pandemic.

As of Q4 CY2023, average daily bus system ridership continues to show growth:

- Weekday ridership was 83.4% (up from 78.6% in September 2023)
- Saturday ridership was 90.3% (up from 86.0% in September 2023)
- Sunday ridership was 99.97% (up from 92.4% in September 2023).

The San Fernando Valley continues to show the highest ridership recovery in Q4 CY2023 compared to the four other service areas, at 89.4% of pre-pandemic Q4 CY2019 levels on weekdays, 101.5% Saturday, and 113.4% Sunday, benefitting from NextGen Bus Plan investments in this area.

The proportion of boardings in Equity Focus Areas remains around 1% above pre-pandemic levels.

Midday weekday Q4 CY2023 ridership recovery was at 85% of pre-pandemic levels, exceeding both AM peak (73%) and PM peak (81%) recovery.

There were 11 weekday (up from 6 in September 2023), 18 Saturday (up from 14), and 37 Sunday (up from 24) lines/line groups exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2023.

The attachments to this report provide detailed bus ridership data on systemwide and line/line group level for a typical weekday, Saturday, and Sunday observed between Q4 CY2019 (pre-pandemic and pre-NextGen) and the same period Q4 CY2023. The period of this analysis tracks the significant drop in ridership at the beginning of the COVID pandemic in early 2020 and the subsequent recovery in ridership and service restoration in 2021 based on the implementation of the NextGen Bus Plan. A more detailed analysis is provided in Attachment A, which this report summarizes.

Ridership Trends from 2020 to 2023

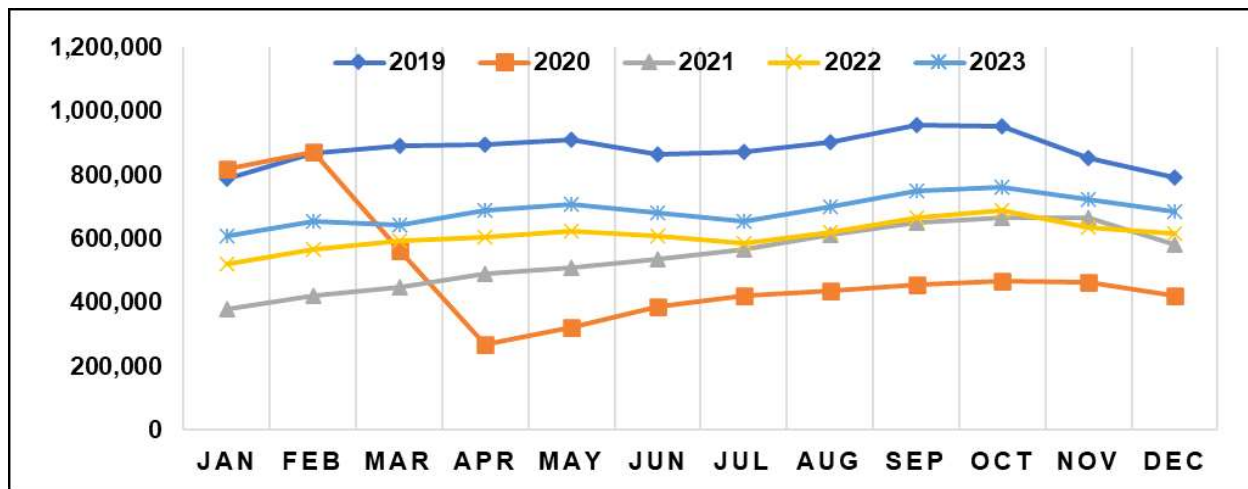
Complete restoration of bus service by December 2022, combined with more reliable service delivery and new pilot programs such as GoPass for students, have contributed to much stronger ridership recovery in 2023. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

As of Q4 CY2023, average daily ridership continues to show growth:

- Weekday bus system ridership recovery compared to Q4 CY2019 pre-COVID bus average daily ridership levels was at 83.4% overall (up from 78.6% in September 2023)
- Saturday ridership was at 90.3% (up from 86.0% in September 2023)
- Sunday ridership was at 99.97% (up from 92.4% in September 2023).

In September 2023, average weekday bus ridership exceeded 750,000 for the first time since the pandemic, and in October 2023, average weekday ridership reached 761,757, the highest monthly average of 2023. (Chart 1)

Chart 1 Average Weekday Ridership 2019 - 2023



Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley shows the highest rate of weekday ridership recovery, at 89.4% in Q4 CY2023 (exceeding the 84.3% in September 2023). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of ten local lines and the Metro G Line BRT with 10-15 minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the east Valley were also restructured to match regional travel patterns more focused on North Hollywood.

The four other Service Council areas weekday ridership recovery rates were as follows:

- San Gabriel Valley: 78.7% (up from 75.2% in September 2023),
- Gateway Cities: 79.0% (up from 75.9% in September 2023)
- Westside 80.1% (up from 76.6% in September 2023),
- South Bay Cities: 82.4% (up from 77.6% in September 2023)

Similar patterns were seen for growth in average Saturday ridership, with San Fernando Valley at 101.5%, up from 96.9% in September 2023, and other areas at 78.6 - 87.3% (up from 76.8 - 82.1% in September 2023).

Average Sunday ridership also increased, with San Fernando Valley 113.4% up from 106.9% in September 2023 and other areas 85.6 to 99.0% (up from 81.8 - 89.7%).

(See also Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q4 CY2019 - Q4 CY2023)

Ridership by Time Period

As of Q4 CY2023, AM peak period ridership remains the least recovered at 73% below 2019 levels,

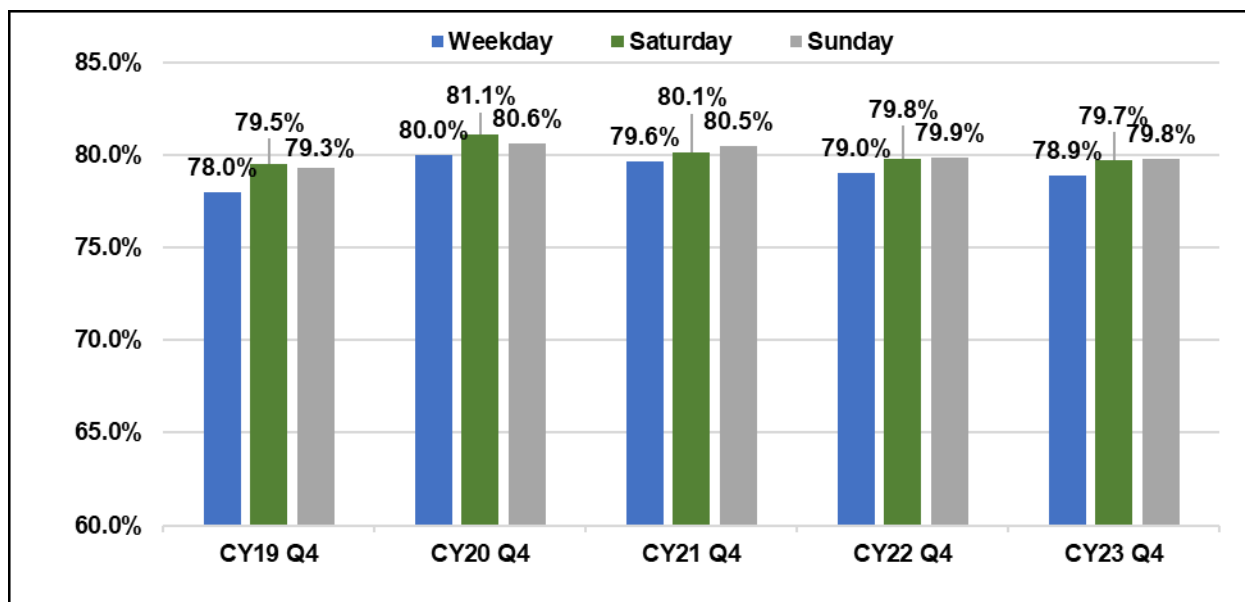
but the PM peak recovery is 81% higher. By contrast, the base (midday), late evening, and Owl periods share of weekday ridership had both the least decline in 2020 due to COVID and the most recovered compared to 2019 (pre-pandemic) at 85%, 89% and 96%, respectively. This suggests that fewer traditional office workers commute on transit in the morning peak. The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership on off-peak weekdays. Weekend ridership recovery by time of day has been similar as of 2023, with early AM and Owl showing over 100% recovered, though these are small parts of overall daily ridership. (Attachment A, Charts 14- 16: Weekday, Saturday, and Sunday Ridership by time period Q4 CY2019 - Q4 CY2023)

Ridership by Equity Focused Communities (EFC)

Q4 CY2023 average daily boardings in EFCs increased by up to 2% on weekdays and around 1.5% on weekends during early years of COVID compared to pre-COVID. By Q4 CY 2023, EFC boardings were still up around 1% higher than pre-COVID weekdays and somewhat less increased on weekends. The essential trips made in the early part of COVID are more likely to have been made by people who relied on transit to access essential jobs and services. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs, and that has likely also contributed to the 1% increase in the share of boardings that will continue to be seen in EFCs in 2023.

(Chart 2)

Chart 2
Percentage of Total Boardings in EFCs by Day Type: Q4 CY2019 through Q4 CY2023



Equity Focus Communities where ridership recovery has been strongest (over 95% recovered weekdays and weekends) include Vermont Av Local Line 204, Central Av Line 53, Slauson Av Line 108 through South LA, Soto St Line 251 through East LA and Huntington Park, and Van Nuys BI Line

233 in the San Fernando Valley, all of which operate 10-minute or better service all day weekdays as a result of the NextGen Bus Plan implementation.

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

Average Trip Length

Metro Bus system average passenger (unlinked) trip length dropped from 4.2 miles to just below 3.0 miles in the early pandemic 2020-2021. This trend was likely due to a significant reduction in long-distance commute trips. As ridership recovered in 2022, average passenger trip lengths have increased to and remained through 2023 at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips, a market identified through the NextGen Bus study as a significant opportunity to grow ridership with more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays and weekends. (See Attachment A, Chart 1 Average Passenger Trip Length)

Ridership and Productivity by Service Tiers and Lines

Ridership was assessed based on individual lines or by groups of lines. In contrast, a NextGen Bus Plan change involved restructuring a group of lines to provide a fair comparison of the changes in ridership. The comparison was based on average Q4 CY2023 versus Q4 CY2019 ridership for each day type (weekday, Saturday, Sunday). While there are 120 Metro bus lines, ridership recovery rates were based on 82 weekdays, 75 on Saturday, and 75 on Sunday line/line groups. Detailed data is included in Attachments B, C, and D, respectively.

The overall system ridership recovery rate in Q4 CY2023 was 83.4% for weekdays, 90.3% for Saturdays, and 99.97% for Sundays compared to Q4 CY2019 as a pre-COVID baseline. There were 11 weekday, 18 Saturday, and 37 Sunday lines/line groups exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2023. The review focused on lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers.

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

- Weekday: 19-Tier 1 and 11-Tier 2 lines/line groups compared to only 6-Tier 3, 8-Tier 4

lines/line groups.

- Saturday: 15-Tier 1 and 9-Tier 2 lines/line groups compared to only 9-Tier 3, 6-Tier 4 lines/line groups
- Sunday: 14-Tier 1, 10-Tier 2, compared to only 8-Tier 3, 5-Tier 4 lines/line groups.

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

Common to some Tier 1 and Tier 2 lines with less ridership recovery was that they serve downtown LA. This location has seen reduced daily trip-making for work due to factors such as increased telecommuting. Some of these lines were also restructured to move riders to other lines. An opportunity exists to further promote downtown LA travel on the Metro bus network for work, as well as leisure and event activities.

This same pattern was noted for the G and J Line BRT services, with notably lower ridership recovery, especially on weekdays. Before COVID, these lines had higher usage by discretionary riders who appear now in 2023 to not be traveling as much for work in downtown LA or other locations such as Van Nuys or Warner Center. Also notable were ridership changes in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate. The ridership recovery rate for the corridor overall was 84.0% weekdays (up from 77.4% in September 2023), with the Local Line 204 having a recovery rate of 103.5% (up from 95.2% in September 2023). By comparison, the Vermont Rapid Line 754 serves a very high EFC corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 64.6% (up from 59.0% in September). Line 754 saw notably high cancellation rates in 2022, which may have seen people divert to using the local bus. The same patterns were seen for Saturday (Local 114.8%; Rapid 61.2%) and Sunday (Local 116.0%; Rapid 75.3%).

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

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

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

Speed and Reliability

As part of the NextGen Bus Plan, over 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines. This was followed by Alvarado St, and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements and riders' positive perception of such improvements in post-implementation surveys. Results include a two to three minute reduction in end to end travel times throughout the day weekdays from the Sepulveda Bl bus lanes, and one to two minute time savings weekends. Savings of up to a minute were seen from the peak period weekday La Brea bus lanes. These bus priority lanes will support ridership recovery by increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes, such as on Florence Av, plus expanded transit signal priority and all-door boarding programs during 2024.

More details for line-level ridership can be found in a report (Attachment A) and data tables (Attachments B, C, D). This analysis shows that the NextGen Bus Plan's focus on a fast, frequent, and reliable network supports higher ridership recovery. These ridership recovery results will continue to be tracked and reported on as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all door boarding. Staff will then review ridership for Q1 CY2024 as the basis for the following report to be presented in June 2024.

EQUITY PLATFORM

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goals:

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

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

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

NEXT STEPS

The NextGen Bus Plan network ridership will continue to be monitored through the remainder of 2024 as Metro continues to deliver full service. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will continue implementing bus speed and reliability improvements such as new bus lanes. Another update is planned for the Board in June 2024, tracking the detailed progress on ridership recovery during Q1 CY2024.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q4 CY2023

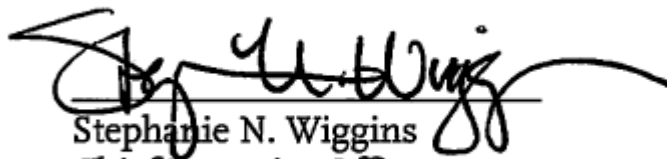
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group,
Q4 CY2023 to Q4 CY2019

Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group,
Q4 CY2023 to Q4 CY2019

Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group,
Q4 CY2023 to Q4 CY2019

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NextGen Ridership Analysis – Q4 CY2023

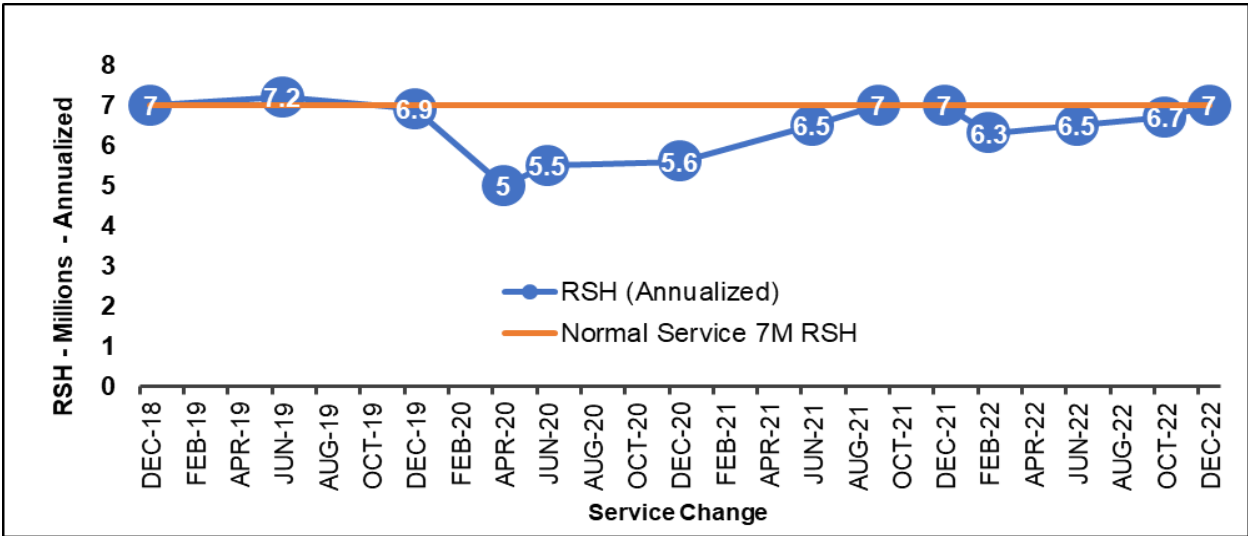
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2023). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to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

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

Metro Bus Service Levels:

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

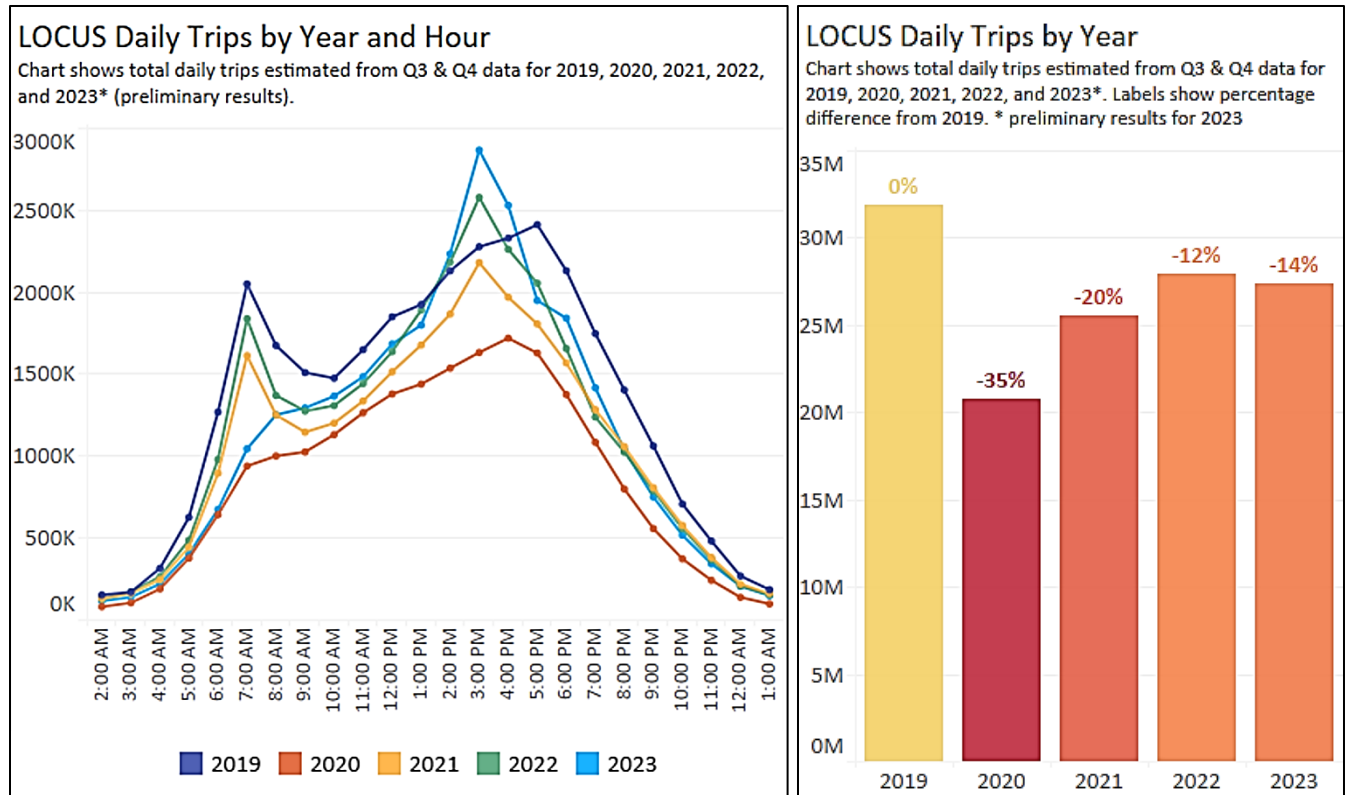
Chart 1: Metro Bus Service – Annual Revenue Service Hour Levels 2019 – 2022



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

continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1 above.

Charts 2 and 3: Total Trips By Time of Day and By Year, LA County 2019-2023

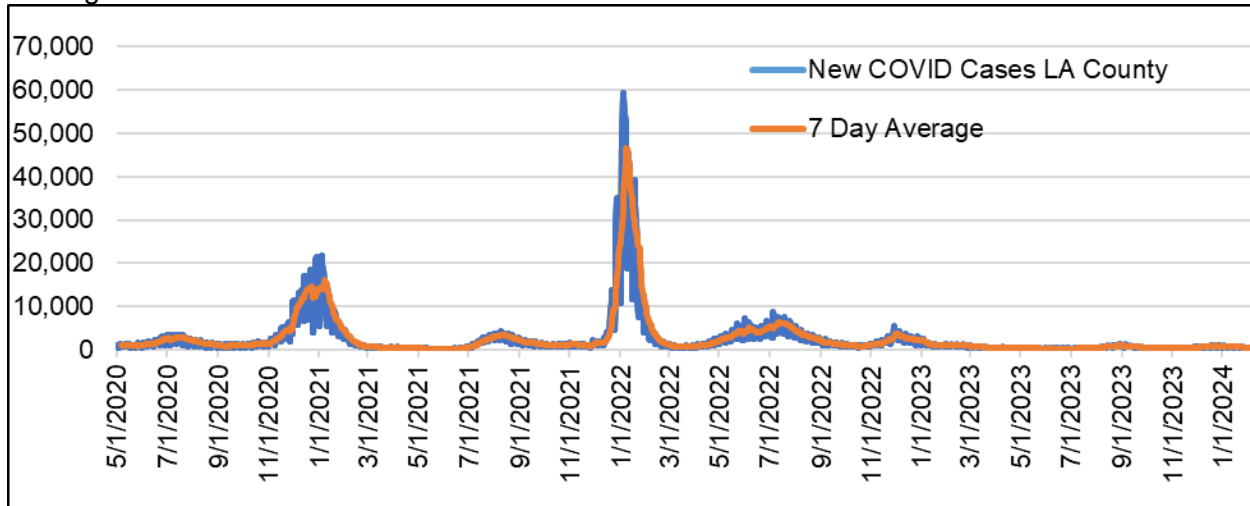


Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and overall remains below pre-COVID levels. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 14% below pre-COVID levels in 2023. However, patterns by time of day are mixed. AM peak and midday travel volumes remained below pre-COVID levels in 2023 (especially AM peak), but with a new afternoon peak exceeding pre-COVID levels in the 3 PM hour in 2022. This trend became even more pronounced in 2023 and may be related to after school travel. Other time periods such as midday, 5 PM “commuter peak”, and evenings have recovered to less than pre-COVID, though not as big a difference compared to AM peak. Some of this lack of recovery may also relate to expanded online services and commerce opportunities (midday) as well as more telecommuting (5 PM peak). These trends will continue to be monitored to help understand bus ridership patterns in 2024. Recent research by UCLA suggests changes in not just work commutes but also other travel segments.

Chart 4 provides a reference to the periods when COVID was most active in our

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

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



Weekday Bus System Ridership

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

The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the ridership decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

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

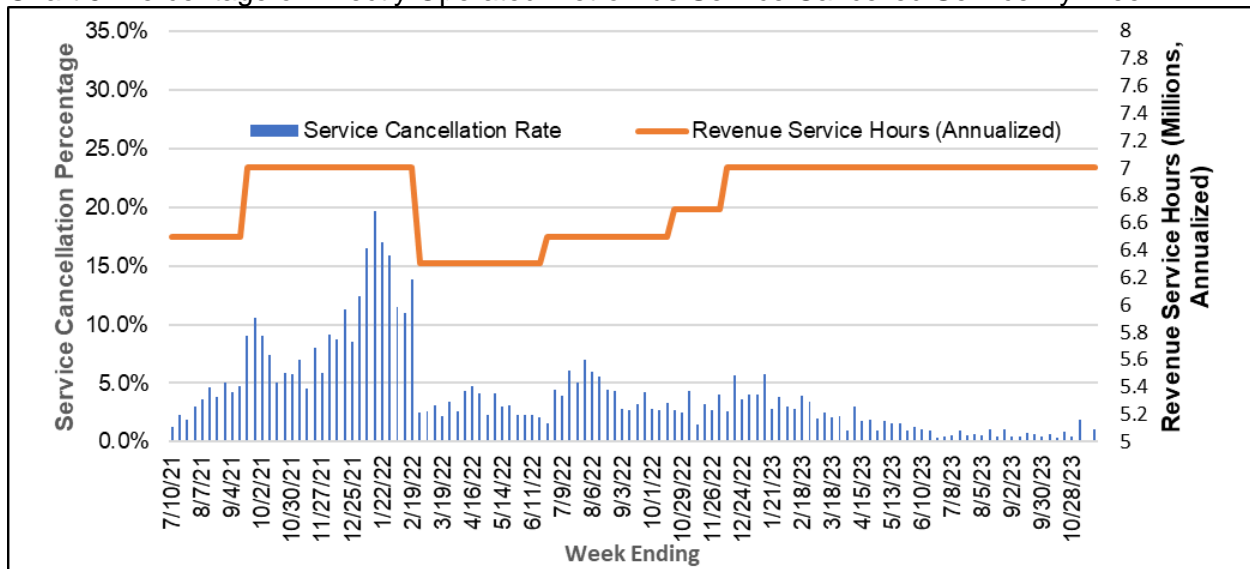
The reintroduction of fares in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have

helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll strong school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due to the bus operator shortage.

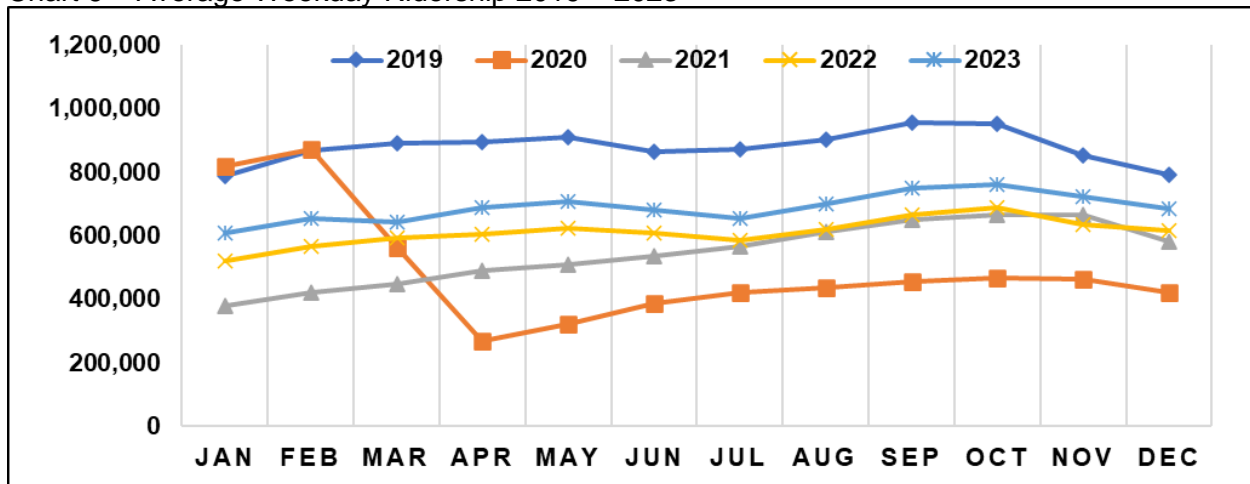
Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored. Chart 5 shows the progress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

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



As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, with Q4 CY2023 Weekday ridership at 83.4% of pre-COVID 2019 levels. This was an increase over the 78.6% recovery in September 2023. In May 2023, weekday ridership exceeded 700,000 for the first time since COVID impacts were felt and September and October 2023 average weekday ridership both exceeded 750,000 for the first time since the pandemic.

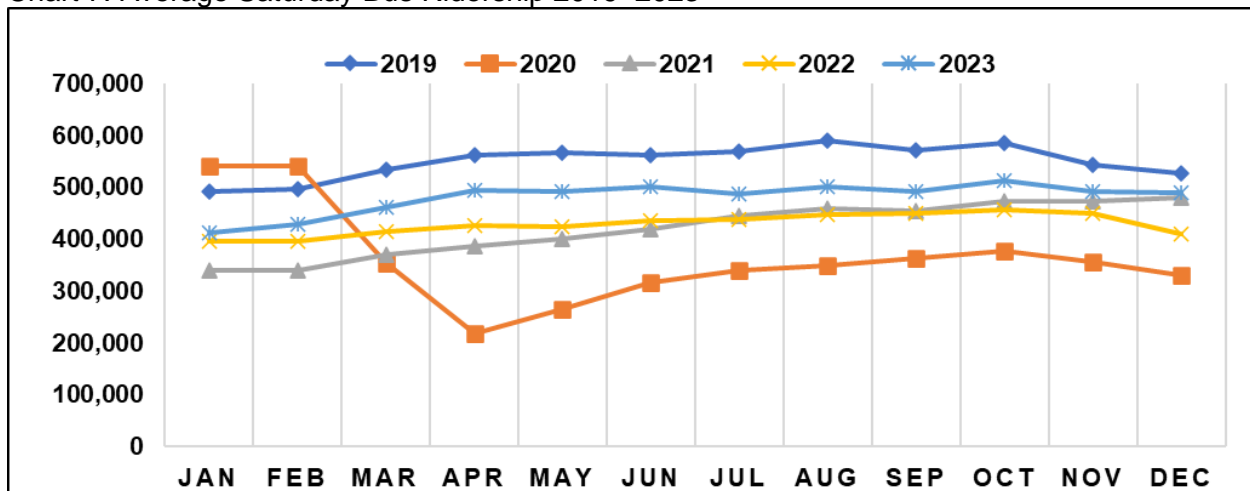
Chart 6 – Average Weekday Ridership 2019 – 2023



Saturday Bus System Ridership

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

Chart 7: Average Saturday Bus Ridership 2019–2023



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

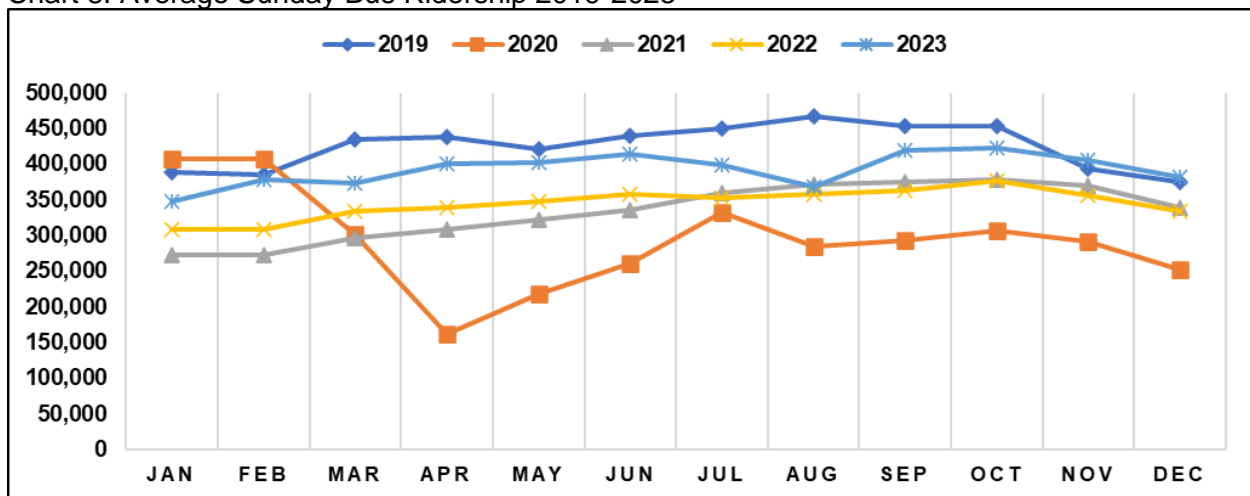
Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip in the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday ridership was 90.3% of pre-COVID levels (up from 86% in September 2023).

Sunday Ridership

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

By mid-2022, average Sunday bus ridership remained similar to the 2019 levels, with Sunday bus service seeing the highest levels of cancellations due to the bus operator shortage in 2022. For the first half of 2023, growth continued, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q4 CY2023, Sunday ridership recovery was 99.97%, up from September 2023 when the recovery rate was 92.4%.

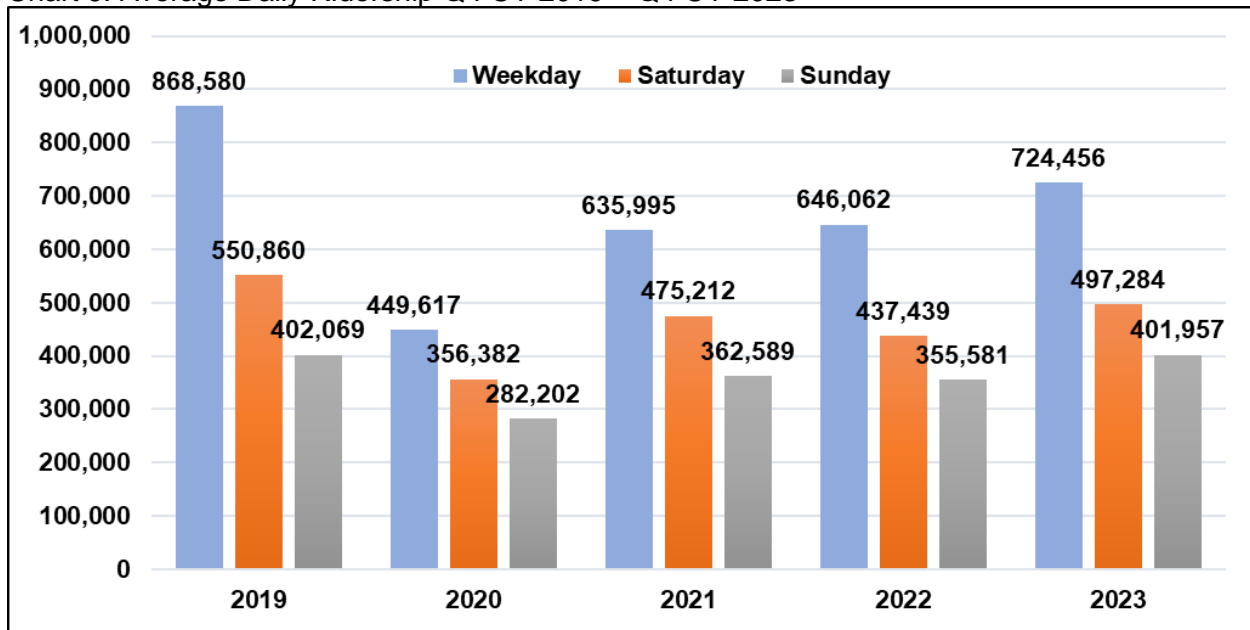
Chart 8: Average Sunday Bus Ridership 2019-2023



Current Ridership

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to incrementally increase between Q4 CY2021 and Q4 CY2022. This slower rate of growth weekdays, or a slight decline in the case of weekends in Q4 CY2022 may be expected after the large surge in ridership in 2021 and is similar to the slower growth in travel demand as shown in Charts 2 and 3 as well as to bus service reliability problems at that time. The growth from 2022 to 2023 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023. Q4 CY2023 average daily ridership between 2019 and 2023 is shown in Chart 9 below.

Chart 9: Average Daily Ridership Q4 CY 2019 – Q4 CY 2023

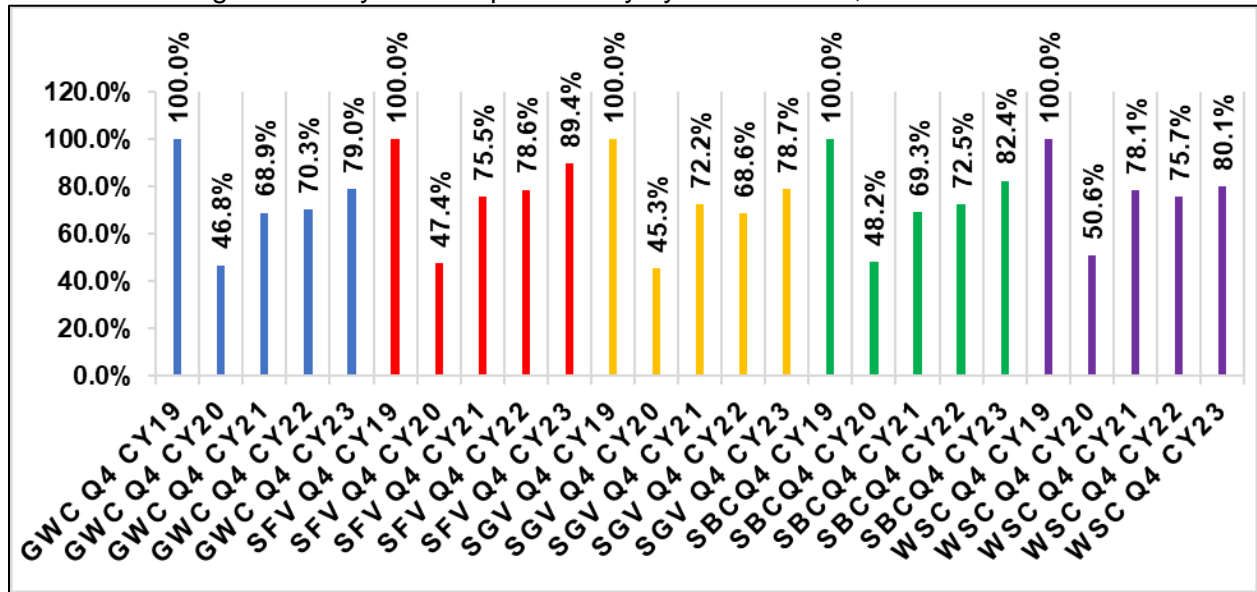


Metro reduced bus service by 10% in February 2022 in response to significant service cancellations caused by a shortage of bus operators. Bus service levels were fully restored by December 2022 and service reliability improved significantly in 2023 as the bus operator shortage was resolved. Full service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

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC) areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV) and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery, exceeding 89% in Q4 CY2023. This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 82.4% for the South Bay Cities and 78.7% for the San Gabriel Valley.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q4 CY2019-Q4 CY 2023



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

- Tier 1: three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)
- Tier 2: seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- Tier 3: four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- Tier 4: two lines increased from every 60 to every 40 minutes (Lines 242, 243)

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

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

- Tier 1: Nine local lines had frequencies improved:
 - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset - Alvarado)
 - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)
 - Line 18 increased from every 10 to 7.5 minutes weekday midday (6th - Whittier)

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

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

- Tier 1: Eight local lines had frequency improved:
 - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
 - Line 45 increased from every 15 to every 10 minutes midday
 - Line 51 increased from every 12 to 7.5 minutes midday
 - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
 - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
 - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday
 - Line 210 increased from every 20 to every 10 minutes peak and midday
 - Line 212 increased from every 12-15 to every 10 minutes peak and midday
 - Express service J Line increased from every 15 minutes to every 10 minutes during midday
- Tier 2: three local lines had improved frequencies

- Line 110 increased from every 24 to every 15 minutes midday
- Line 117 increased from every 18-20 to every 15 minutes peak and midday
- Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
 - Line 125 increased from every 25-35 to every 20 minutes peak and midday
 - Line 232 increased from every 22 to every 15 minutes peak
 - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
 - Line 202 added new 60-minute midday service
 - Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

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

- Tier 1: five local lines had frequency improvements:
 - Line 53 increased from every 15 to every 10 minutes midday
 - Line 60 increased from every 18 to every 10 minutes midday
 - Line 105 increased from every 18-20 to every 10 minutes peak and midday
 - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday
 - Line 251 increased from every 22 to every 10 minutes midday
- Tier 2: Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
 - Line 127 added new 60-minutes peak and midday
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

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

- Tier 1: three local lines had frequency improvements:
 - Line 70 increased from every 15 to every 7.5 minutes peak and midday
 - Line 78 increased from every 20 to every 10 minutes midday
 - Line 180 increased from every 12 to every 10 minutes midday
- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday

- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Saturday ridership recovery has occurred across all regions between Q4 2019 and Q4 CY2023. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (101.5%), exceeding its pre-COVID ridership. The other four areas show recovery rates between 78.6% on the lower end (Gateway Cities) and 87.3% (South Bay Cities). South Bay, San Gabriel, and Westside Central all had recovery rates of over 80%. San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

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

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

Chart 11: Average Saturday Ridership Recovered by Service Area, Q4 CY2019 – Q4 CY2023

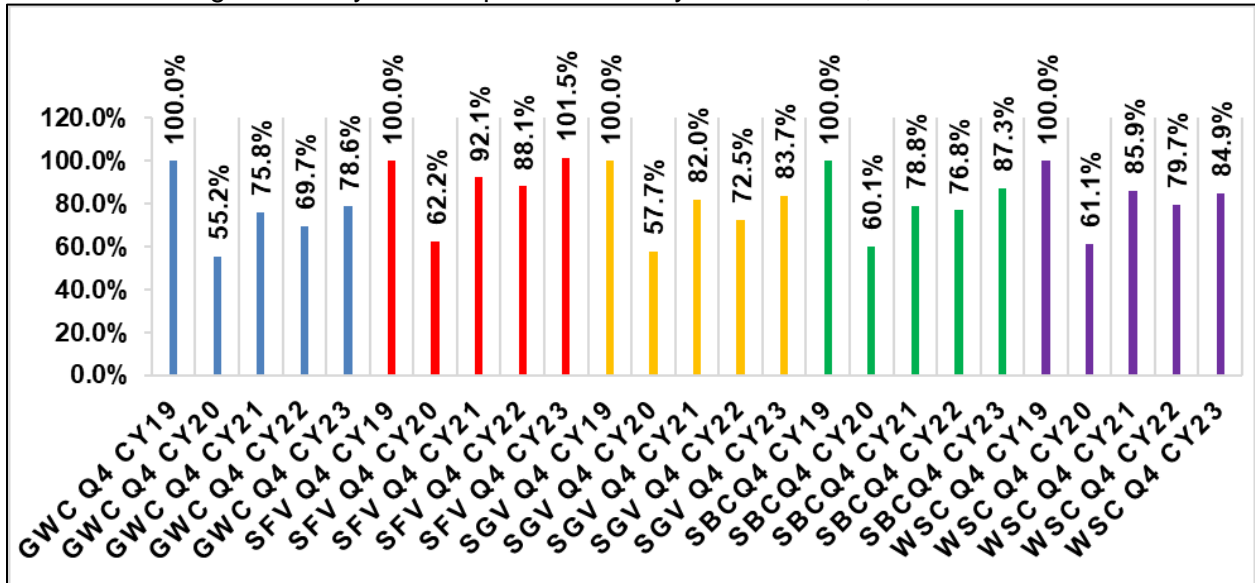
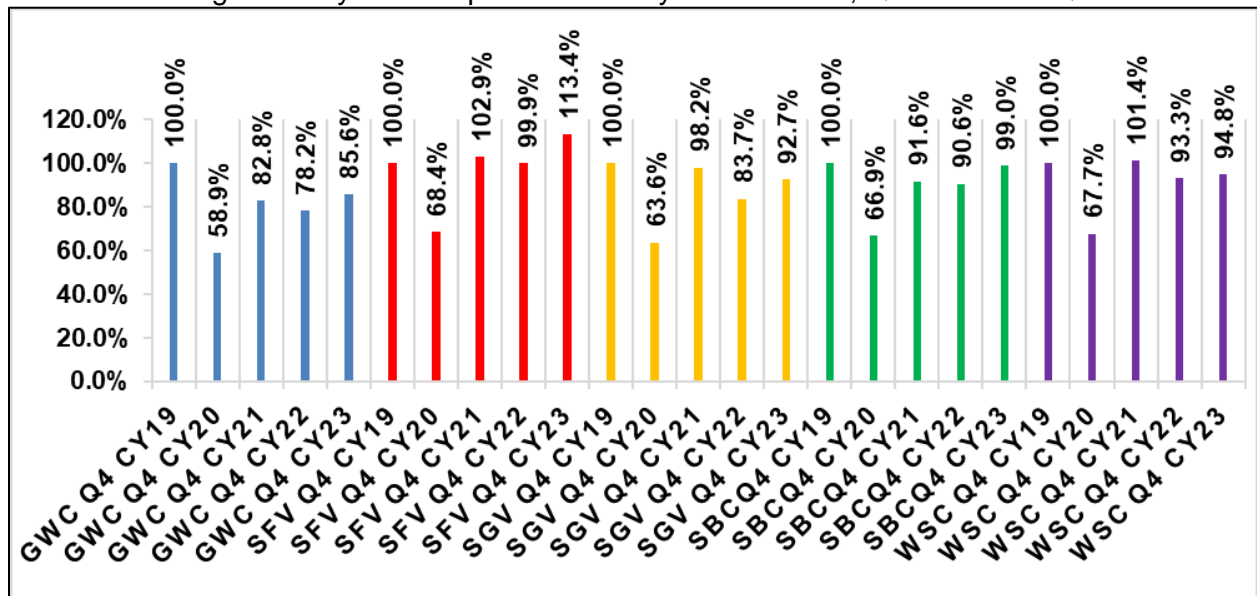


Chart 12: Average Sunday Ridership Recovered by Service Area, Q4 CY2019 – Q4 CY2023



Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q4 CY 2020 and Q4 CY2023. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has exceeded the pre-COVID 2019 ridership for that area (113.4% recovered). The Westside Central, San Gabriel Valley, and South Bay Cities all show recovery rates above 90%. The Gateway Cities area again shows the least recovery (85.6% recovery).

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

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

Five lines in the San Fernando Valley gained Sunday service (Oxnard/Burbank Line 154, Saticoy Line 169, Tampa, Winnetka, Lines 242/243, White Oak Line 237) that previously had no weekend service, The same refocus of two lines on North Hollywood weekdays was made on Sunday (Lines 90, 94).

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

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

- Tier 1: nine local lines had improvements made:
 - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
 - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
 - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
 - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
 - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
 - Line 33 increased from every 20 to 10 minutes peak hours and midday
 - Line 66 increased from every 20 to every 15 minutes Sunday
 - Line 217 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
- Tier 2:
 - Line 14-37 increased from every 20 to 15 minutes Saturday and Sunday
 - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
 - Line 605 increased from every 35 to every 20 minutes midday
- Tier 4: Line 617 (formerly Line 17) had new 60 minute Saturday and Sunday service added

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

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

- Line 125 increased from every 40 to every 30 minutes Sunday
- Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

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

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

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

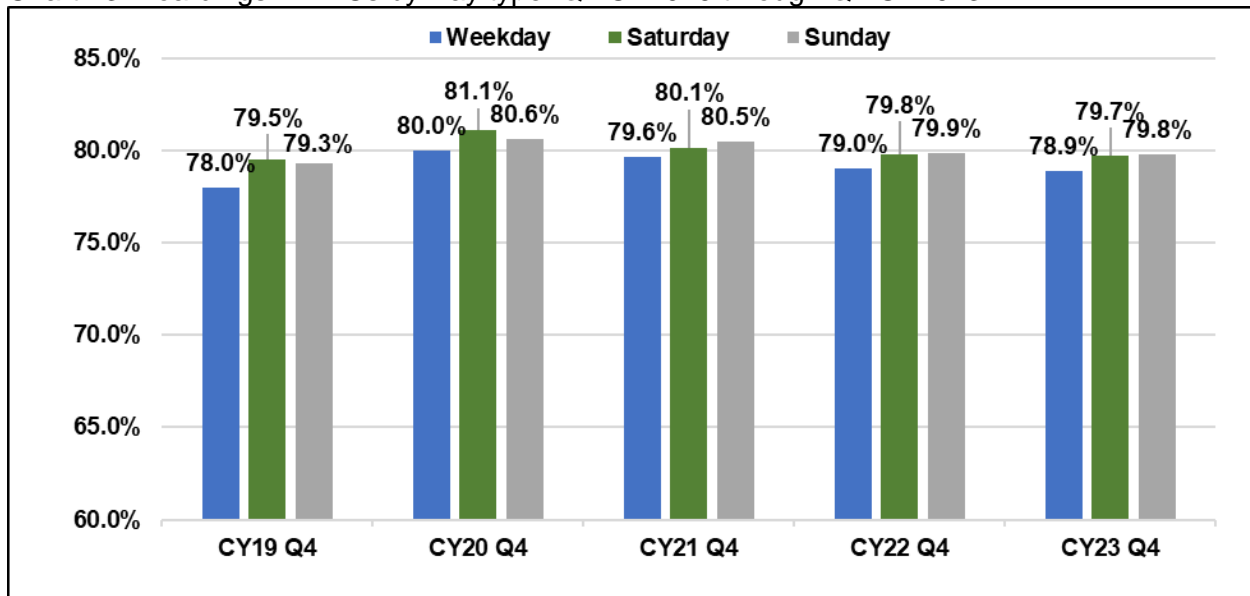
- Tier 1: Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- Tier 3: Line 266 increased from every 45 to every 30 minutes Saturday and Sunday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Bus System Ridership of Equity Focus Communities (EFC)

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

The proportion of boardings occurring in Metro’s 2023 EFCs increased by 1-2% in 2020 as was expected with the pandemic and those with limited other options travelling as needed. This increased share of boardings was smaller in 2022 and 2023 with around 1% higher for weekdays and around 0.3-0.5% weekends, suggesting that the NextGen changes have benefitted EFCs where transit is critical to access to jobs, services, and opportunities, more than other areas.

Chart 13: Boardings in EFCs by Day type: Q4 CY2019 through Q4 CY2023



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

Average Ridership by Time of Day

Weekday ridership by time period for Q4 CY2020 through CY2023 compared to Q4 CY2019 (pre-COVID) ridership showed AM peak ridership as having the largest percentage of decline to 37% in 2020 Q4 and least percentage of recovery to 73% by Q4 2023. Similar patterns were seen in the early AM (4 am to 6 am) with a decline to 45% and recovery to 76%. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9 to 5 administrative workers (some of which persists in 2023) as well as students who studied from home during the early years of the pandemic.

By comparison, the weekday base 9 am to 3 pm period (decline to 54% in Q4 CY2020, recovery to 85% in Q4 CY2023), late evening 10 pm to 12 am (decline to 51%, recovery to 89%) and most of all, the overnight Owl period (decline to 58%, recovery to 96%) showed the most resilience through the pandemic period. The base result was consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in base period service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

PM peak (declined to 44%, recovered to 80%) and evening (declined to 48%, recovered to 81%) ridership were more resilient than AM peak and early AM ridership, but less

resilient than the base, late evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023.

Chart 14: Weekday Ridership by Time Period – Q4 CY2019 – Q4 CY2023

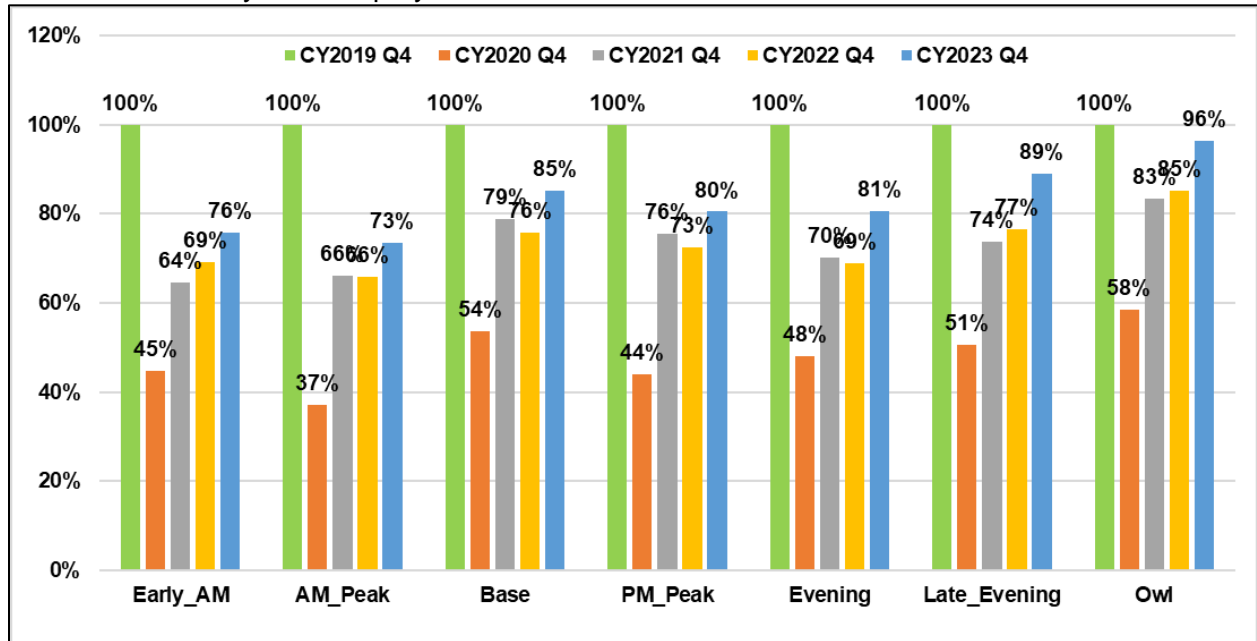
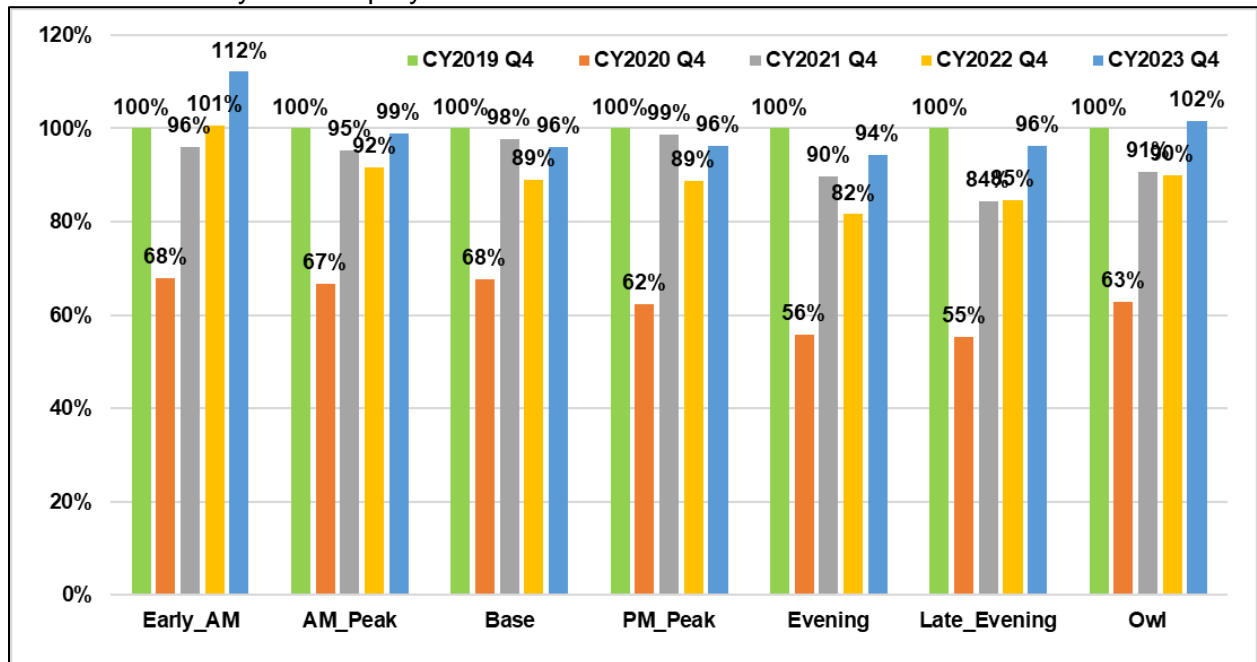


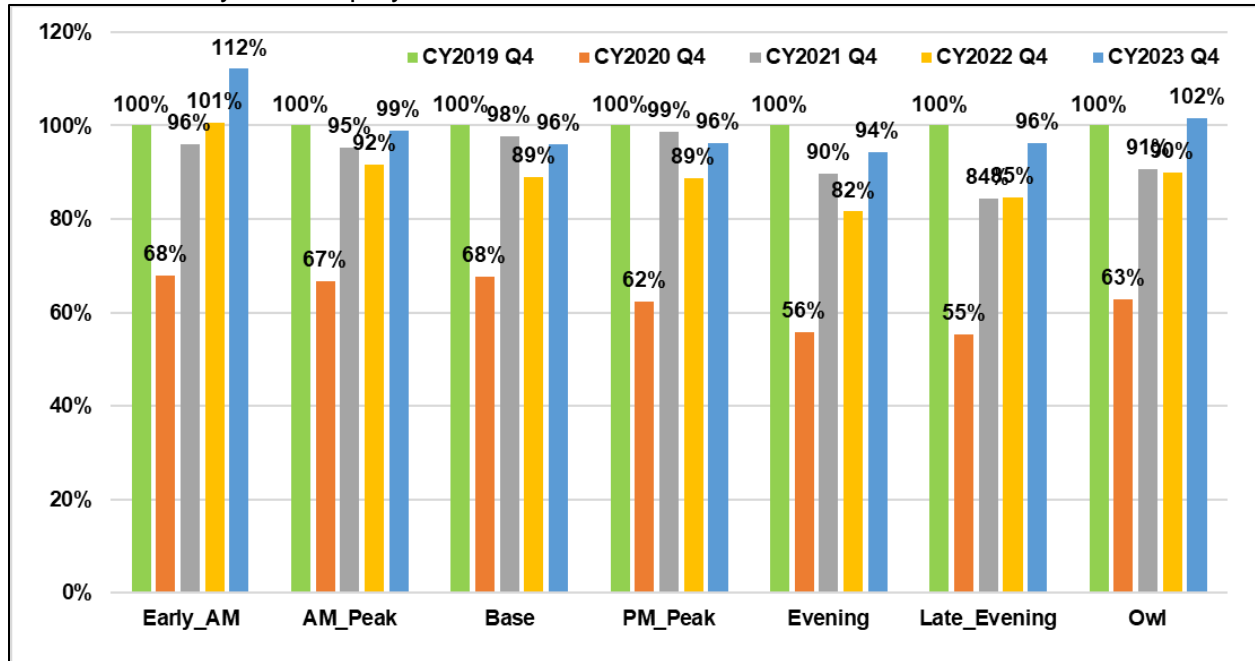
Chart 15: Saturday Ridership by Time Period – Q4 CY2019 – Q4 CY2023



Most notable about Saturday ridership was that base 9 am to 3 pm ridership declined the least to 61% in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID) with early AM, AM peak, and PM peak declining more significantly (to 54%, 58%, and 56% respectively). All of these time periods have seen a similar recovery of between 84% and 88%. In contrast to weekdays, Saturday evening, late evening, and Owl periods

declined the most (to 51-52%), and also recovered the most (to 89%, 96%, and 101% respectively), suggesting a loss of leisure trips in the early years of the pandemic but still a greater reliance on transit for job access.

Chart 16: Sunday Ridership by Time Period – Q4 CY2019 – Q4 CY2023

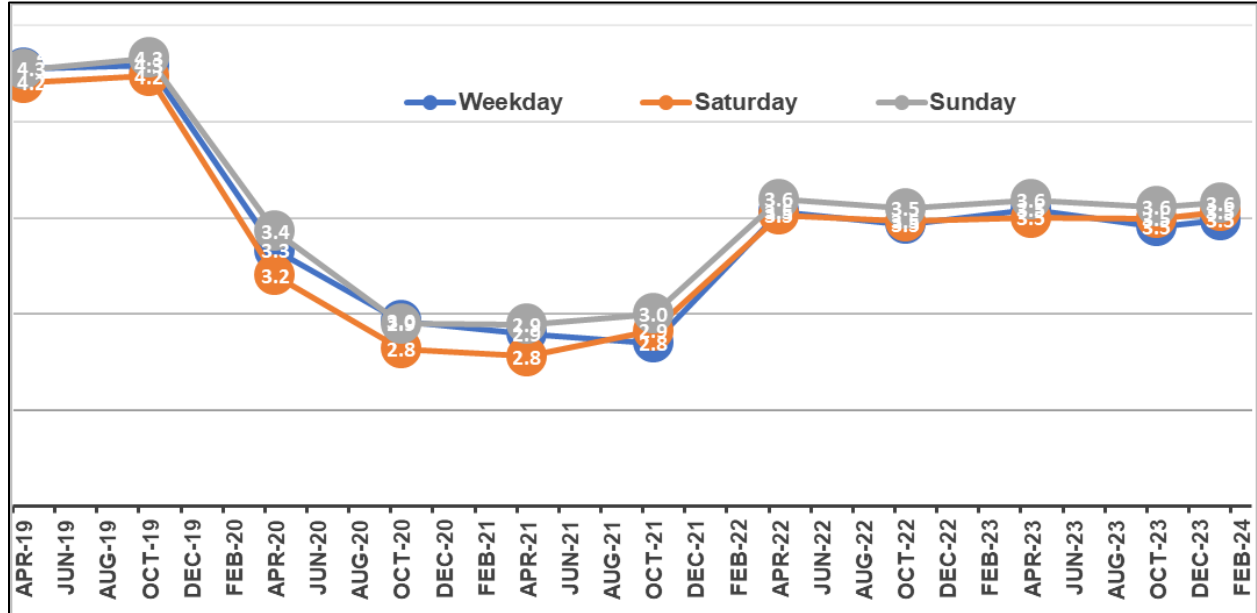


For Sunday ridership, the early AM, AM peak, and base ridership declines were the least (to 67-68%) in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID). This suggests riders in these time periods were more reliant on transit for essential trips to jobs and services. The pattern of decline here is quite different to Saturdays where the base period was most resilient. Owl period and PM peak experienced the next smallest declines (to 63-64%). Sunday evenings and late evenings showed the largest declines (to 55-56%), suggesting less overall transit dependent riders were more actively using the bus system during these time periods. By 2023, the largest ridership recovery on Sunday was during the early AM at 112%, Owl at 102%, and AM peak at 99%, though these are smaller segments of overall Sunday ridership. Base, PM peak, evening and late evening all recovered to 94-96% of Q4 CY2019 levels by 2023, so overall Sunday ridership recovery is strong.

Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2023. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to 2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for two points in each year from 2019 through 2023 with January 2024 data also included.

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



Ridership by Line and Line Group

Ridership was assessed based on individual lines, and in some cases by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines for a fair comparison of the changes in ridership. Ridership recovery rates for 82 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 1 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q4 CY2023 compared to Q4 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

Table 1: Ridership Recovery Distribution, Q4 CY2023 versus Q4 CY2019

Average % Ridership Recovery Q4 CY2023 versus Q4 CY2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
>= 140.0%	0	2	1
130.0 – 139.9%	0	2	3
120.0 – 129.9%	0	1	8
110.0 – 119.9%	3	6	9
100.0 – 109.9%	8	7	16
90.0 - 99.9%	22	23	15
80.0 - 89.9%	18	12	10
70.0 - 79.9%	12	14	11
60.0 - 69.9%	13	7	0
50.0 - 59.9%	4	0	0
40.0 - 49.0%	1	0	0
30.0 - 39.9%	1	1	1
Total Lines/Line Groups	82	75	74

The overall system ridership recovery rate in Q4 CY2023 was 83.4% for weekdays, 86.0% for Saturday, and 92.4% for Sunday when compared to May 2019 as a pre-COVID baseline. There were 11 weekday, 18 Saturday, and 37 Sunday lines/line groups exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2023.

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

Service Reliability

Q4 CY2023 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID levels of cancellations in Q4 CY2019. This was achieved as a result of a significant number of new bus operators being hired in 2022 and 2023 to address the bus operator shortage. Service cancellations therefore should not be a major factor in explaining ridership recovery, though the opportunity exists for Metro to message about the now-reliable service to former riders hesitant to return to the system due to past unreliable service experiences.

Service Frequency:

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2). When looking at overall weekday line by line ridership recovery compared to the system average ridership recovery weekdays of

83.4% recovered: 19-Tier 1, 11-Tier 2, 6-Tier 3, and 8-Tier 4 lines/line groups had above average ridership recovery.

- The high number of Tier 1 and Tier 2 lines with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over 90.3% recovered with a mix of 15-Tier 1, 9-Tier 2, 9-Tier 3, and 6-Tier 4 lines/line groups.
- Sunday lines that were over 99.97% recovered were a mix of 14-Tier 1, 10-Tier 2, 8-Tier 3, and 5-Tier 4 lines/line groups.

Tier 1 Highest Frequency Lines:

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

The weekday ridership recovery for Tier 1 NextGen service included a high of 118.2% for Line 66 serving E Olympic/W 8th St (this line also had strong recovery on Saturdays at 102.8%, and Sundays at 123.3% ridership). Eleven other Tier 1 lines/line groups exceeded 90% recovery weekdays:

- Vermont Local Line 204: 103.5% weekday, 114.8% Saturday, 116.0% Sunday.
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 102.3% weekday, 118.9% Saturday, 130.2% Sunday.
- Soto St Line 251: 97.6% weekday, 95.7% Saturday, 107.4% Sunday.
- Central Av Line 53: 97.5% weekday, 96.8% Saturday, 118.7% Sunday
- Slauson Av Line 108: 97.3% weekday, 94.9% Saturday, 113.8% Sunday
- 3rd St Line 16 93.9% weekday, 94.6% Saturday, 101.6% Sunday
- Florence Av Line 111: 93.9% weekday, 88.5% Saturday, 90.6% Sunday
- Western Av Line 207: 92.2% weekday, 101.4% Saturday, 113.4% Sunday
- Santa Monica Line 4: 92.1% weekday, 93.3% Saturday, 101.2% Sunday
- Ventura/Reseda group based on Lines 150, 240, 244: 90.7% weekday, 88.8% Saturday, 106.2% Sunday
- Vernon/La Cienega Line 105: 90.1% weekday, 88.4% Saturday, 104.3% Sunday

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

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

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

- Line 761 now provides all-day, all-week Rapid service on Van Nuys BI in addition to frequent Local Line 233.
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there).
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities.

An additional 7 NextGen Tier 1 lines exceeded system average ridership recovery weekdays of 83.4%, including on key corridors such as Venice BI (Line 33), Hawthorne BI/MLK BI (Line 40), Hollywood BI (Lines 180/217), Whittier BI/Wilshire BI (Lines 18, 20, 720), and Garvey/Cesar Chavez (Line 70). Many of these lines/line groups focus on downtown LA and were below average recovery when last reviewed in September 2023, so their recovery has improved. This suggests people are starting to travel more to office jobs in downtown, though still less than pre-COVID. In many cases, these lines exceeded the system average ridership recovery on Saturdays and Sundays. This group still represents an opportunity to promote downtown LA travel for both work and leisure.

There were nine Tier 1 lines with below system average ridership recovery. Most notable among this group are the two BRT services, with G Line (Orange) at 63.2% and J Line (Silver) at 76.7% on weekdays. The J Line received an increased midday weekday frequency of 10-minute improved from the 15-minute prior frequency while the G Line service frequency did not change which may explain the higher weekday ridership recovery of the J Line. Again, former markets of weekday discretionary riders may be significantly impacting the recovery of these BRT lines that had higher levels of discretionary riders pre-COVID, though this again opens the opportunity for promotion to build new markets.

- The J Line had 95.2% recovery on Saturdays, and 98.7% recovery on Sundays, suggesting people are using this service actively for events such as games at Expo Park. G Line Saturday recovery was 73.7% and Sundays were at 80.4%, which is better than the weekday rate but still falls below the J Line recovery.
- Vermont Rapid Line 754 had only a 64.6% recovery weekdays (higher than 59.0% reported for September 2023). It experienced very high cancellations in 2022, so it may take some time to rebuild the market now that riders can depend on it. Line 754 operates the same route and service levels as Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 103.5% (also improved from 95.2% in September 2023). The same low ridership recovery pattern for Line 754 held for Saturdays with 61.2% recovery and Sundays 75.3%, compared to Line 204 recovery rates of 114.8% Saturdays and 116.0% Sundays. These results show the corridor overall recovery is increasing, but the pattern remains different from 2019 with the Rapid carrying less of the overall ridership than the Local (and less frequent on weekends).

- Other Tier 1 lines that had significant NextGen route changes include Line 28 (W Olympic Bl – 67.9% recovered weekday, 73.5% Saturday, 78.6% Sunday) and Line 30 (Pico Bl – 73.6% recovered weekday, 72.4% Saturday, 79.9% Sunday), which both now end in downtown LA and do not travel to northeast LA or East LA respectively. Line 251 was extended to Eagle Rock to replace Line 28, and hence has much higher ridership recovery, while Line 30 in East LA was replaced by the new E Line light rail through the Regional Connector as well as other bus service. Similarly, the north and south ends of Line 45 on Broadway moved to other lines which helps explain its lower recovery (78.0% weekday, 73.5% Saturday, 88.8% Sunday), though it may also partially relate to loss of Rapid service from this corridor.
- Line 210 on Crenshaw with 81.5% recovery weekday (90.2% Saturday, 113.8% Sunday) likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays.
- Line 66 likely gained ridership from Line 51 in the area west of Westlake/MacArthur Park, with Line 51 recovery at a low 77.1% weekday (76.3% Saturday, 84.1% Sunday).
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 78.3% recovery weekday (83.9% Saturday, 96.6% Sunday), with Line 4 (92.1% recovered weekday, 93.3% Saturday, 101.2% Sunday) gaining more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both these lines is likely being impacted by post-pandemic downtown LA economic recovery.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 97.6% on Soto to a low of 67.9% on W Olympic. The Crenshaw, W Olympic, Long Beach Bl, and Broadway corridors where Rapid lines were replaced by high frequency local bus and have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

NextGen Tier 2 Lines

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

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

improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162 (106.7% weekday, 125.9% Saturday, 129.9% Sunday)
- Vanowen St Line 165 (99.2% weekday, 105.5% Saturday, 119.0% Sunday)
- Nordhoff St Line 166 (98.9% weekday, 111.7% Saturday, 131.8% Sunday)
- Victory Bl Line 164 (97.9% weekday, 88.6% Saturday, 95.4% Sunday).
- Roscoe Bl Line 152 (91.8% weekday, 107.0% Saturday, 120% Sunday)

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

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

- Line 605 (LAC USC Medical Center Shuttle – 101.8% recovery weekdays, 127.2% Saturday, 123.7% Sunday) linking Boyle Heights high EFC area to key medical centers benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35 minute service).
- Line 55 (Compton Av – 98.5% recovery weekdays, 95.3% Saturday, 104.2% Sunday) between Willowbrook and downtown LA, through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery.
- Lines 110 (Gage Av – 98.4% recovery weekdays, 89.6% Saturday, 104.6% Sunday) and 117 (Century Bl – 93.8% recovery weekdays, 89.5% Saturday, 99.2% Sunday) both serve EFC communities through South LA and the Gateway Cities. These lines now have consistent 15-minute all-day service in place of their previous 19-24 minute midday weekday frequencies. They recovered strongly on weekends even without significant frequency improvements.
- Line 603 on Hoover St links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 92.9% recovery on weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan. Saturday was 90.0% recovery with 12-minute frequency in place of the previous 18-minute, though Sunday was lower at 87.0% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.
- Two other Tier 2 lines, Line 94 (San Fernando Rd North Hollywood) and Line 206 (Normandie Av) had slightly below average weekday recovery rates (were slightly above average in September 2023) at 81.5% and 82.0%, while Line 260 (Atlantic Bl) had weekday recovery rate still slightly above average at 85.8% respectively. Lines 94 and 260 were both significantly restructured, which may in

part have impacted their lower overall recovery:

- Line 94 offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood, with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency line. The Line 94 group had stronger weekend recovery, with 100.0% Saturday and 116.4% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining from the Line 94 changes.
- Line 260 offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Its weekend recovery was slightly below average, with 89.5% Saturday and 97.4% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena, and this is taken into account in the ridership recovery rate.
- In contrast to Lines 94 and 260 above, Line 206 did not have any change of route. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. Line 206 weekend recovery was below average, with 84.4% Saturday and 89.6% Sunday, with a smaller frequency improvement (22 minute to 20 minute).
- Two other Tier 2 lines were below the system average: Lines 224 (Lankershim) with 82.2% recovery and 115 (Manchester-Firestone) with 87.2% recovery weekdays.
 - Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had a stronger weekend above average recovery at 100.1% Saturday and 116.2% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
 - Compared to Line 224 above, Line 115 did not have significant route changes but did receive a 12-minute weekday peak frequency, a slight increase over the previous 14-minute service (off-peak frequencies did not change). Line 115 weekend recovery was slightly below average with 87.2% Saturday and 96.5% Sunday.

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

- Performance ranged from a high of 76.2% recovery for Line 81 (Figueroa St – Saturday 82.0%, Sunday 104.1%) to a low of 63.5% for Line 10/48 (Melrose Av/Main-San Pedro, Saturday 62.2%, Sunday 79.7%).
- Other lines in this group included
 - Line 76 on Valley Bl (72.7% weekday, 68.6% Saturday, 73.7% Sunday),

- Line 14/37 on Beverly Bl/W. Adams (66.1% weekday, 77.7% Saturday, 83.2% Sunday) and
- Line 35/38 Washington Bl/W Jefferson (63.8% weekday, 67.1% Saturday, 77.9% Sunday).

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

NextGen Tier 3 and 4 Lines

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels. There were a few high performers in terms of above average weekday ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl in the San Fernando Valley (116.7% recovery weekdays, 116.0% Saturday, 122.0% Sunday) which appears to have responded well to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery. Other examples include:

- Rosemead Bl Line 266 service between Lakewood and Pasadena (110.7% recovery weekdays, 115.1% Saturday, 127.7% Sunday) recovery is likely due to improvement to 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 107.5% recovery weekdays and 147.1% Saturdays (service was newly added Sundays). These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when taking into account the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.
- Line 344 Rancho Palos Verdes service (106.1% recovery weekday, 95.4% Saturday, 95.5% Sunday) is likely a more general recovery as the service levels and route were unchanged for this line from pre-NextGen.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (104.3% recovery weekdays, 101.2% Saturday, 123.8% Sunday), similar to Line 266 above, is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.

- Line 202 serving Willowbrook Av in the high EFC Compton area saw 101.1% recovery (service only runs weekdays), a result of shortening the line away from low usage industrial areas and transferring the savings to offer weekday off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.
- Line 92 between downtown LA and Sylmar via Glenoaks BI (99.4% recovery weekday, 95.3% Saturday, 106.7% Sunday) is likely benefitting from now being the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Express Line 577 between El Monte Station and Long Beach VA (97.3% recovery, weekday-only service) may be benefitting from recent high gas prices as well as the improved 30-minute peak service (previously 48 minutes on average).
- Line 128 serving Alondra BI through the Gateway Cities showed 94.6% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (92.4% recovery weekdays, 91.8% Saturday, 95.0% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.
- Line 611 Huntington Park Shuttle (90.3% recovery weekdays, 92.4% Saturday, 99.5% Sunday) continues to run hourly, so appears to be general ridership recovery not attributable to a NextGen change.
- Three other Tier 4 services exceeded the system average ridership recovery, with rates between 83-86%, without any significant route or frequency changes. There are a notable number of Tier 4 lines with hourly frequency and low ridership recovery rates below 60% weekdays. These include:
 - Line 169 on Saticoy St in San Fernando Valley with 86.1% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
 - Line 120 on Imperial Highway with 85.9% recovery weekday, 95.1% Saturday, and 100.1% Sunday, without any route or frequency changes
 - San Pedro group of Lines 205, 246, and 550, with 83.8% recovery weekday, 91.5% Saturday, and 101.8% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, with

Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.

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

- Line 601 Warner Center Shuttle (30.0% recovery weekdays, 36.4% Saturday, 34.2% Sunday) operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and 60% weekends.
- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) has also seen a low ridership recovery (57.3%, only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL has also recently announced downsizing of staffing in 2024.

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

- Line 265 (Paramount Bl) with 71.7% recovery weekdays, 68.5% Saturday, 77.6% Sunday.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 69.6% recovery weekdays, but much higher weekend recovery at 110.0% Saturday, 128.9% Sunday. This may relate to more telecommuting of Westwood area office workers weekdays.
- Line 134 (Santa Monica – Malibu) with 69.3% recovery weekdays, 76.2% Saturday, and 100.7% Sunday, so much higher recovery on Sunday for this line along the coast.
- Line 158 (Plummer/Woodman) with 65.9% recovery weekdays, with higher recovery of 77.1% Saturday, 87.2% Sunday.
- Line 161 (Canoga Station – Thousand Oaks) with 65.8% recovery weekdays, 70.6% Saturday, but a high 110.5% Sunday recovery rate.
- Line 167 (Devonshire-Coldwater Canyon) with 62.9% recovery weekdays, but higher recovery of 78.4% Saturday, 77.0% Sunday.
- Line 218 (Studio City – Beverly Hills) with 61.4% recovery weekday, 72.5% Saturday, 79.8% Sunday.
- Lines 96 (Riverside Dr) with 53.8% recovery weekdays, 62.5% Saturday, 74.6% Sunday, consistently low. This line was cut back to the north end of downtown LA near Union Station.

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

- Line 62 (Telegraph Rd) with 76.1% recovery weekday, 72.4% Saturday, and

80.3% Sunday was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely reduced due to less activity there.

- Line 102 (La Tijera-Exposition Bl) with 55.3% recovery weekdays, 65.8% Saturday, 74.5% Sunday, is low likely due to the hourly service level now offered, though over 50% of line miles are in EFCs.
- Line 209 (Van Ness Av) with 43.0% recovery, only runs weekdays and has hourly frequency and was significantly shortened. It was originally proposed for elimination. Over 50% of its line miles in EFCs.
- Lines 211/215 (Inglewood Av/Prairie Av – 57.0% recovery) only offers peak hour weekday service. Other than some well-used trips of school student ridership, these lines have low productivity.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a low 75.0% recovery weekdays, likely related to worker and student travel to CSULA. It had 132.6% recovery Saturday, and 195.9% Sunday, with weekend ridership results due to the expanded span of service.

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

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

- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 77.3% weekdays, 79.6% Saturday, 82.9% Sunday with no major changes in service levels or routing. This line may require more promotion coming out of the pandemic, especially with recent increases in gas prices.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood has ridership recovery of 74.4% weekday, but 130.8% Saturday, and 137.9% Sunday. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more telecommuting weekdays. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area went through a significant restructuring. The area also now has one of Metro's busiest Micro Transit zones which replaced some fixed route service such as lines through Sierra Madre. The recovery rate here is a low 60.2% overall weekdays, but above average and much higher 95.5% Saturday, and 100.7% for Sunday. This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery, and the truncation of part of Line 487 through Sierra Madre in conjunction with the Metro Micro launch. Weekday ridership recovery may also be

impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA.

Bus Speed and Reliability:

As part of the NextGen Bus Plan, over 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as on Florence Av plus expanded transit signal priority and all door boarding programs during 2024.

Weekday Ridership Recovery Comparison by Line/Line Group –Calendar Year 2019 Q4 to Calendar Year 2023 Q4

Line Description	Line	Avg Weekday Boardings CY2019 Q4	Line	Avg Weekday Boardings CY2023 Q4	Weekday Ridership Recovery 2023 Versus 2019
E Olympic Bl/W 8th St	066	10,478	066	12,383	118.2%
Balboa Bl	236	1,629	235/236	1,902	116.7%
Rosemead Bl	266	4,798	266	5,311	110.7%
Tampa Av & Winnetka Av	243	1,591	242	1,710	107.5%
Sherman Way	163	8,826	162	9,416	106.7%
Hawthorne Bl, Rancho Palos Verdes	344	1,382	344	1,466	106.1%
Rosecrans Av	125	4,507	125	4,700	104.3%
Vermont Av Local	204	19,883	204	20,571	103.5%
Van Nuys Bl Local	233	11,052	233	12,888	102.3%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	788	1,925	761	7,336	
Sepulveda Bl Local	234	5,257	234	8,780	
Sepulveda Bl - Westside Rapid	734	5,825			
Reseda/Ventura/Van Nuys Rapid	744	4,301			
LAC USC Medical Center Shuttle	605	2,223	605	2,264	101.8%
Willowbrook Av	202	225	202	228	101.1%
Downtown LA - Glenoaks Bl - Sylmar	092	5,502	092	5,469	99.4%
Vanowen St	165	7,792	165	7,727	99.2%
Nordhoff St	166	5,984	166	5,916	98.9%
Compton Av	055	7,398	055	7,290	98.5%
Gage Av	110	7,743	110	7,617	98.4%
Victory Bl	164	6,012	164	5,888	97.9%
Soto St	251	8,070	251	13,988	97.6%
Soto St - Griffin Av	252	2,185			
Soto St Rapid	751	4,071			
Central Av	053	11,637	053	11,346	97.5%
Slauson Av	108	15,044	108	14,640	97.3%
El Monte - Long Beach VA Express	577	955	577	930	97.3%

Line Description	Line	Avg Weekday Boardings CY2019 Q4	Line	Avg Weekday Boardings CY2023 Q4	Weekday Ridership Recovery 2023 Versus 2019
Alondra BI	128	1,080	128	1,021	94.6%
3rd St	016	21,304	016	19,292	93.9%
Robertson BI - Beverwil Dr			617	706	
Florence Av	111	14,722	111	13,825	93.9%
Century BI	117	8,701	117	8,163	93.8%
Hoover St	603	7,187	603	7,575	92.9%
Silver Lake	201	970			
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	4,475	232	4,135	92.4%
Western Av Local	207	15,723	207	25,498	92.2%
Western Av Rapid	757	11,929			
Santa Monica BI Local	004	14,738	004	23,101	92.1%
Santa Monica BI Rapid	704	10,331			
Roscoe BI	152	10,455	152	9,597	91.8%
Ventura BI Local	150	8,277	150	2,930	90.7%
Reseda BI/Ventura BI Local			240	11,192	
Topanga Canyon BI (245); De Soto Av (244)	245	2,574	244	1,742	
Reseda/Ventura/Van Nuys Rapid	744	4,301			
Ventura BI Rapid	750	2,342			
Huntington Park Shuttle	611	1,537	611	1,388	90.3%
Vernon Av, La Cienega BI	105	10,158	105	14,222	90.1%
Vernon Av, La Cienega BI Rapid	705	5,635			
MLK - Hawthorne BI	040	13,647	040	14,022	88.6%
Hawthorne BI Rapid	740	2,178			
Hollywood - Pasadena	180	8,147	180	10,152	88.2%
Hollywood BI Fairfax BI	217	6,506	217	8,544	
Hollywood/Fairfax - Pasadena Rapid	780	6,542			
Venice BI Local	033	10,229	033	15,634	87.7%
Venice BI Rapid	733	7,595			
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	8,727	078	6,627	87.5%
Rose Hill - Arcadia via Huntington Dr			179	1,009	

Line Description	Line	Avg Weekday Boardings CY2019 Q4	Line	Avg Weekday Boardings CY2023 Q4	Weekday Ridership Recovery 2023 Versus 2019
Saticoy St	169	2,193	169	1,889	86.1%
Imperial Hwy	120	3,663	120	3,149	85.9%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,338	260	10,405	85.8%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,717	660	795	
Whitter BI W 6th St	018	17,249	018	20,221	85.3%
Wilshire BI Local	020	12,679	020	8,882	
Wilshire BI Rapid	720	27,545	720	19,907	
Montebello - Downtown LA via Cesar Chavez Av	068	5,356			84.9%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	9,274			
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	071	1,544	070	15,122	
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	464	106	3,988	
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	5,880			
La Brea Av	212	10,757	212	9,068	84.3%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,437	205	2,835	83.8%
San Pedro - Harbor Gateway Transit Center - USC	550	1,343	550	293	
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,379	246	2,868	
Downtown LA - Foothill BI	090	7,144	090	5,995	82.2%
Hollywood Way	222	1,280	222	1,114	
Lankershim BI	224	7,224	224	6,132	
Whiteoak Av, Woodley Av	237	2,011	237	1,560	
Whiteoak Av	239	971			
Foothill BI			690	988	
Normandie Av	206	10,461	206	8,582	82.0%
Downtown LA - San Fernando Rd - North Hollywood	094	4,228	094	6,906	81.5%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,891	294	1,277	
Magnolia BI North Hollywood - Burbank - Glendale	183	1,669			
Burbank BI Oxnard St	154	775	154	527	
Riverside Dr	155	1,341	155	988	

Line Description	Line	Avg Weekday Boardings CY2019 Q4	Line	Avg Weekday Boardings CY2023 Q4	Weekday Ridership Recovery 2023 Versus 2019
Crenshaw BI Local	210	10,114	210	13,352	81.5%
Crenshaw BI Rapid	710	6,266			
Manchester Av - Firestone BI	115	14,135	115	11,453	81.0%
Downtown LA - Artesia via Long Beach BI	060	13,559	060	14,515	80.5%
Long Beach BI Rapid	760	4,462			
Laurel Canyon BI	230	4,072	230	3,280	80.5%
Sunset BI (became Sunset BI - Alvarado St)	002	11,853	002	17,788	78.3%
Alvarado St	200	10,875			
Broadway Local	045	11,583	045	12,985	78.0%
Broadway Rapid	745	6,656			
Compton BI, Somerset BI	127	804	127	1,876	
Downtown LA - Norwalk - Disneyland	460	4,949	460	3,826	77.3%
Avalon BI, W 7th St	051	22,950	051	17,702	77.1%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	20,015	910/950	15,349	76.7%
Figueroa St	081	13,252	081	9,963	76.2%
Downtown LA - Eagle Rock via York BI	083	2,465			
Silver Lake - East Hollywood	175	609	182	2,475	
Telegraph Rd	062	4,158	062	3,167	76.1%
CSULA - City Terrace Shuttle	665	724	665	543	75.0%
North Hollywood - Pasadena Express	501	1,522	501	1,133	74.4%
Pico BI	030	11,903	030	8,764	73.6%
Valley BI	076	8,079	076	5,873	72.7%
Paramount BI	265	1,397	265	1,002	71.7%
Westwood - Pacific Palisades	602	1,662	602	1,156	69.6%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,550	134	1,074	69.3%
Olympic BI Local	028	8,406	028	9,633	67.9%
Olympic BI Rapid	728	5,776			
Beverly BI - W Adams BI	014/037	16,997	014/037	11,240	66.1%
Plummer St, Woodman Av	158	2,031	158	1,338	65.9%
Canoga Station - Thousand Oaks	161	1,151	161	758	65.8%

Line Description	Line	Avg Weekday Boardings CY2019 Q4	Line	Avg Weekday Boardings CY2023 Q4	Weekday Ridership Recovery 2023 Versus 2019
Vermont Av Rapid	754	19,994	754	12,917	64.6%
Washington Bl/W Jefferson Bl	035/038	7,571	035/038	4,830	63.8%
Melrose Av/Main St/San Pedro St	010/048	11,395	010/048	7,233	63.5%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,401	901	13,521	63.2%
Coldwater Canyon Av - Devonshire St	167	2,300	167	1,448	62.9%
Manhattan Beach Bl	218	933	218	573	61.4%
Pasadena - Highland Park - Eastern Av	256	1,548	256	523	60.2%
Fremont Av - Eastern Av - Garfield Av	258	2,709	258	2,084	
El Monte - Pasadena via Temple City Bl and Del Mar Bl	267	2,880	267	1,356	
El Monte - Pasadena via Baldwin Av	268	1,751	268	645	
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,497	287	1,000	
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,905	
Los Robles Av (687); Allen Av (686)	687	1,239	686	245	
Downtown LA - San Gabriel Bl (487) - Rosemead Bl (489)	487/489	3,424	487/489	1,304	
Caltech - Pasadena - Jet Propulsion Laboratory	177	362	177	208	57.3%
Prairie Av/Inglewood Av	211/215	587	211/215	335	57.0%
La Tijera Bl, Exposition Bl	102	2,516	102	1,392	55.3%
Riverside Dr	096	1,313	096	707	53.8%
Van Ness Av/Arlington Av	209	835	209	359	43.0%
Warner Center Shuttle	601	1,208	601	362	30.0%
Manhattan Beach Bl	126	196	Discontinued		
Artesia Bl	130	2,493	Transferred to Municipal Agencies		
Boyle Av	254	754	Discontinued		
Manchester Av Express	442	171	Discontinued		
Windsor Hills - Inglewood	607	52	Discontinued		
South Gate Shuttle	612	1,083	Replaced with Micro		
LAX C Line Shuttle	625	321	Replaced with Micro		
Glassell Park - Glendale College	685	574	Replaced with Micro		

Saturday Ridership Recovery Comparison by Line/Line Group – Calendar Year 2019 Q4 to Calendar Year 2023 Q4

Description	Line	Avg Saturday Boardings CY2019 Q4	Line	Avg Saturday Boardings CY2023 Q4	Saturday Ridership Recovery 2023 Versus 2019
Tampa Av & Winnetka Av	243	655	242	964	147.1%
LAC USC Medical Center Shuttle	605	844	605	1,196	141.8%
CSULA - City Terrace Shuttle	665	210	665	278	132.6%
North Hollywood - Pasadena Express	501	520	501	680	130.8%
Sherman Way	163	4,899	162	6,169	125.9%
Van Nuys BI Local	233	8,504	233	9,969	118.9%
Sepulveda BI Local	234	6,381	234	5,578	
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,546	761	3,996	
Balboa BI	236	566	236	656	116.0%
Rosemead BI	266	3,172	266	3,651	115.1%
Vermont Av Local	204	14,311	204	16,423	114.8%
Nordhoff St	166	2,719	166	3,035	111.7%
Westwood - Pacific Palisades	602	572	602	630	110.0%
Roscoe BI	152	5,943	152	6,361	107.0%
Vanowen St	165	3,949	165	4,165	105.5%
E. Olympic BI/W. 8th St.	066	8,662	066	8,908	102.8%
Western Av Local	207	18,700	207	18,959	101.4%
Rosecrans Av	125	2,557	125	2,587	101.2%
Downtown LA - Foothill BI	090	3,708	090	3,709	100.1%
Hollywood Way	222	783	222	649	
Lankershim BI	224	4,384	224	3,976	
Whiteoak Av, Woodley Av	237	917	237	944	
Foothill BI			690	525	
Downtown LA - San Fernando Rd - North Hollywood	094	5,720	094	5,030	100.0%
Riverside Dr	155	838	155	758	
Burbank BI Oxnard St			154	380	
Magnolia BI North Hollywood - Burbank - Glendale	183	663			

Description	Line	Avg Saturday Boardings CY2019 Q4	Line	Avg Saturday Boardings CY2023 Q4	Saturday Ridership Recovery 2023 Versus 2019
Burbank - Sylmar San Fernando Rd			294	1,056	
Central Av	053	7,653	053	7,408	96.8%
Soto St	251	7,455	251	7,961	95.7%
Soto St - Griffin Av	252	868			
Pasadena - Highland Park - Eastern Av	256	824	256	450	95.5%
Fremont Av - Eastern Av - Garfield Av			258	883	
El Monte - Pasadena via Temple City Bl and Del Mar Bl	267	1,254	267	546	
El Monte - Pasadena via Baldwin Av	268	1,026	268	439	
Arcadia - Santa Anita Av - El Monte			287	306	
Downtown LA - San Gabriel Bl	487	1,055	487	463	
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,355	
Los Robles Av (687); Allen Av (686)	687	656	686	157	
Hawthorne Bl, Rancho Palos Verdes	344	971	344	926	95.4%
Downtown LA - Glenoaks Bl - Sylmar	092	3,810	092	3,630	95.3%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	8,541	910/950	8,135	95.2%
Imperial Hwy	120	1,888	120	1,795	95.1%
Slauson Av	108	9,200	108	8,728	94.9%
3rd St.	016	15,468	016	14,326	94.6%
Robertson Bl - Beverwil Dr			617	312	
Santa Monica Bl Local	004	12,520	004	18,302	93.3%
Santa Monica Bl Rapid	704	7,096			
Hollywood - Pasadena	180	9,903	180	8,153	93.2%
Hollywood Bl Fairfax Bl	217	5,409	217	6,122	
Whitter Bl W. 6th St.	018	11,877	018	15,478	93.1%
Wilshire Bl Local	020	7,037	020	6,115	
Wilshire Bl Rapid	720	19,100	720	13,810	
Huntington Park Shuttle	611	938	611	867	92.4%
MLK - Hawthorne Bl	040	9,717	040	10,262	92.1%
Hawthorne Bl Rapid	740	1,428			
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	3,166	232	2,907	91.8%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,655	205	1,326	91.5%

Description	Line	Avg Saturday Boardings CY2019 Q4	Line	Avg Saturday Boardings CY2023 Q4	Saturday Ridership Recovery 2023 Versus 2019
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,636	246	2,137	
San Pedro - Harbor Gateway Transit Center	550	493			
Gage Av	110	4,457	110	4,069	91.3%
Compton Av	055	4,632	055	4,205	90.8%
Venice BI Local	033	7,076	033	11,922	
Venice BI Rapid	733	6,065			90.7%
Century BI	117	5,777	117	5,226	90.5%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	5,470	078	4,058	
Rose Hill - Arcadia via Huntington Dr			179	885	90.4%
Crenshaw BI Local	210	7,389	210	10,037	
Crenshaw BI Rapid	710	3,745			90.2%
Hoover St	603	5,927	603	5,850	
Silver Lake	201	571			90.0%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	7,945	260	6,338	
Pasadena - Altadena via Fair Oaks Av			660	773	89.5%
Ventura BI	150	8,255	150	1,779	
Topanga Canyon BI (245); Reseda/Ventura (240)	245	899	240	6,969	
Reseda BI - Ventura BI - Van Nuys BI Rapid (744)/De Soto Av (244)	744	1,546	244	759	88.8%
Victory BI	164	3,652	164	3,236	88.6%
Florence Av	111	10,700	111	9,474	88.5%
Vernon Av, La Cienega BI	105	10,507	105	9,289	88.4%
Laurel Canyon BI	230	1,950	230	1,705	87.5%
Manchester Av - Firestone BI	115	8,771	115	7,645	87.2%
Montebello - Downtown LA via Cesar Chavez Av	068	3,686	070	10,234	
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	6,608			
Downtown LA - City Terrace - CSULA	071	523			
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,983	86.7%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	3,273			
Normandie Av	206	6,790	206	5,728	84.4%
Sunset BI (became Sunset BI - Alvarado St)	002	7,792	002	13,438	83.9%

Description	Line	Avg Saturday Boardings CY2019 Q4	Line	Avg Saturday Boardings CY2023 Q4	Saturday Ridership Recovery 2023 Versus 2019
Alvarado St	200	8,232			
La Brea Av	212	7,246	212	6,038	83.3%
Figueroa St	081	8,921	081	7,172	82.0%
Downtown LA - Eagle Rock via York Bl	083	1,694	182	1,532	
Downtown LA - Norwalk - Disneyland	460	3,703	460	2,947	79.6%
Coldwater Canyon Av - Devonshire St	167	1,205	167	945	78.4%
Beverly Bl - W. Adams Bl	014/037	8,805	014/037	6,844	77.7%
Plummer St, Woodman Av	158	1,064	158	821	77.1%
Avalon Bl, W. 7th St.	051	18,018	051	13,753	76.3%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,138	134	867	76.2%
Downtown LA - Artesia via Long Beach Bl	060	10,232	060	9,336	75.8%
Long Beach Bl Rapid	760	2,080			
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	11,785	901	8,689	73.7%
Olympic Bl Local	028	8,873	028	6,521	73.5%
Studio City - Beverly Hills	218	593	218	430	72.5%
Pico Bl	030	9,584	030	6,941	72.4%
Telegraph Rd	062	2,781	062	2,014	72.4%
Canoga Station - Thousand Oaks	161	709	161	501	70.6%
Broadway Local	045	11,583	045	9,572	70.1%
Broadway Rapid	745	3,411			
Compton Bl, Somerset Bl			127	940	
Valley Bl	076	6,097	076	4,182	68.6%
Paramount Bl	265	761	265	521	68.5%
Washington Bl/W. Jefferson Bl	035/038	4,137	035/038	2,778	67.1%
La Tijera Bl, Exposition Bl	102	1,689	102	1,112	65.8%
Riverside Dr	096	749	096	468	62.5%
Melrose Av/Main St/San Pedro St	010/048	6,341	010/048	3,947	62.2%
Vermont Av Rapid	754	13,466	754	8,247	61.2%
Warner Center Shuttle	601	734	601	267	36.4%
Alondra Bl			128	571	New Saturday service

Description	Line	Avg Saturday Boardings CY2019 Q4	Line	Avg Saturday Boardings CY2023 Q4	Saturday Ridership Recovery 2023 Versus 2019
Artesia Bl	130	1,170	Transferred to Municipal Agencies		
Saticoy St			169	948	New Saturday service
Boyle Av	254	394	Discontinued		
South Gate Shuttle	612	855	Replaced with Micro		

Sunday Ridership Recovery Comparison by Line/Line Group – Calendar Year 2019 Q4 to Calendar Year 2023 Q4

Description	Line (2019)	Avg Sunday Boardings Q4-2019	Line (2023)	Avg Sunday Boardings Q4-2023	Sunday Ridership Recovery 2023 Versus 2019	Sunday Revenue Service Hours 2019	Sunday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
CSULA - City Terrace Shuttle	665	128	665	250	195.9%	11.7	30.3	259.0%	10.9	8.3	76%
North Hollywood - Pasadena Express	501	442	501	609	137.9%	31.4	60.2	191.7%	14.1	10.1	72%
Nordhoff St	166	1,800	166	2,373	131.8%	55.9	79.9	142.9%	32.2	29.7	92%
Van Nuys BI Local	233	6,356	233	8,368	130.2%	139.2	220.2	157.4%	35.9	29.7	83%
Sepulveda BI	234	4,590	234	4,524		168.5	179.1				
Sepulveda BI - Westside Rapid	744	1,329	761	3,088		34.6	139.6				
Sherman Way	163	3,506	162	4,555	129.9%	89.4	134.9	150.9%	39.2	33.8	86%
Westwood - Pacific Palisades	602	371	602	478	128.9%	37.3	50	134.0%	9.9	9.6	96%
LAC USC Medical Center Shuttle	605	709	605	911	128.5%	27	49.6	183.7%	26.2	18.4	70%
Rosemead BI	266	2,317	266	2,959	127.7%	76	126.5	166.4%	30.5	23.4	77%
Rosecrans Av	125	1,662	125	2,057	123.8%	71.2	106.9	150.1%	23.3	19.2	82%
E Olympic BI/W 8th St	066	5,497	066	6,780	123.3%	124.1	180.5	145.4%	44.3	37.6	85%
Balboa BI	236	426	236	520	122.0%	25.8	45.5	176.4%	16.5	11.4	69%
Roscoe BI	152	4,152	152	5,016	120.8%	102.8	170.4	165.8%	40.4	29.4	73%
Vanowen St	165	2,692	165	3,202	119.0%	77	111.8	145.2%	35.0	28.6	82%
Central Av	053	4,934	053	5,859	118.7%	125.7	210	167.1%	39.3	27.9	71%
Downtown LA - San Fernando Rd - North Hollywood	094	4,022	094	4,053	116.4%	160.3	165.4	158.8%	23.2	17.0	73%
Burbank BI Oxnard St			154	287		0	35.9				
Riverside Dr	155	504	155	629		28.7	61.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	471				26.3	0				
Burbank - Sylmar San Fernando Rd			294	846		0	78.7				
Downtown LA - Foothill BI	090	2,312	090	3,078	116.2%	87	144.9	162.1%	24.1	17.3	72%
Hollywood Way	222	657	222	538		52.9	56.7				
Lankershim BI	224	3,314	224	3,332		92.3	156.6				
Whiteoak Av, Woodley Av	237	753	237	811		60.3	68.7				
Foothill BI			690	418		0	47.1				
Vermont Av Local	204	12,132	204	14,069	116.0%	196.5	257.9	131.2%	61.7	54.6	88%
Slauson Av	108	5,863	108	6,671	113.8%	150.2	219	145.8%	39.0	30.5	78%
Crenshaw BI	210	7,389	210	8,406	113.8%	189.3	311.4	164.5%	39.0	27.0	69%

Description	Line (2019)	Avg Sunday Boardings Q4-2019	Line (2023)	Avg Sunday Boardings Q4-2023	Sunday Ridership Recovery 2023 Versus 2019	Sunday Revenue Service Hours 2019	Sunday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Western Av Local	207	14,123	207	16,017	113.4%	206.2	300.6	145.8%	68.5	53.3	78%
Canoga Station - Thousand Oaks	161	379	161	419	110.5%	27.4	40.8	148.9%	13.8	10.3	74%
Century BI	117	4,112	117	4,490	109.2%	121.8	122.1	100.2%	33.8	36.8	109%
Gage Av	110	2,822	110	3,064	108.6%	98.9	111.3	112.5%	28.5	27.5	96%
Compton Av	055	3,154	055	3,426	108.6%	104	117.5	113.0%	30.3	29.2	96%
Soto St	251	5,026	251	6,093	107.4%	149.9	234.3	130.5%	31.6	26.0	82%
Soto St - Griffin Av	252	649				29.6	0				
Downtown LA - Glenoaks BI - Sylmar	092	2,814	092	3,003	106.7%	123.2	158.7	128.8%	22.8	18.9	83%
Ventura BI	150	5,869	150	1,524	106.2%	185.8	90.9	158.0%	32.1	21.5	67%
Topanga Canyon BI	245	299	244	578		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,329	240	5,860		34.7	233				
Whitter BI W 6th St	018	8,744	018	12,977	104.9%	203.8	345	133.9%	38.8	30.4	78%
Wilshire BI Local	020	5,152	020	5,132		183.4	238.9				
Wilshire BI Rapid	720	14,310	720	11,480		339.1	388.3				
Vernon Av, La Cienega BI	105	7,420	105	7,741	104.3%	167	220	131.7%	44.4	35.2	79%
Figueroa St	081	5,899	081	6,337	104.1%	161.4	203.1	123.2%	30.5	25.7	85%
Downtown LA - Eagle Rock via York BI	083	1,322				75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,181		0	88.9				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,179	205	1,078	101.8%	70.9	87	118.9%	16.9	14.5	86%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,219	246	1,781		60.9	110				
San Pedro - Harbor Gateway Transit Center	550	410				33.9	0				
3rd St	016	11,642	016	11,573	101.6%	242.8	294.5	136.9%	47.9	35.6	74%
Robertson BI - Beverwil Dr			617	255		0	37.9				
Santa Monica BI Local	004	9,619	004	15,974	101.2%	282.2	464.9	107.0%	36.3	34.4	95%
Santa Monica BI Rapid	704	6,169				152.3	0				
Hollywood - Pasadena	180	7,507	180	6,492	100.9%	238.4	253.7	117.6%	31.6	27.1	86%
Hollywood BI Fairfax BI	217	4,114	217	5,232		129.3	178.6				
Santa Monica - Malibu via Pacific Coast Hwy	534	701	134	706	100.7%	44.4	51.1	115.1%	15.8	13.8	87%
Pasadena - Highland Park - Eastern Av	256	570	256	347	100.7%	53.8	46.9	106.8%	12.5	11.8	94%
Fremont Av - Eastern Av - Garfield Av			258	705		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	939	267	390		67.1	27.3				

Description	Line (2019)	Avg Sunday Boardings Q4-2019	Line (2023)	Avg Sunday Boardings Q4-2023	Sunday Ridership Recovery 2023 Versus 2019	Sunday Revenue Service Hours 2019	Sunday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
El Monte - Pasadena via Baldwin Av	268	783	268	342		54.5	29.3				
Arcadia - Santa Anita Av - El Monte			287	244		0	16.8				
Downtown LA - San Gabriel BI	487	813	487	374		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,126		0	75.3				
Los Robles Av (687); Allen Av (686)	687	532	686	133		45.1	15.6				
Imperial Hwy	120	1,509	120	1,510	100.1%	87.6	87.6	100.0%	17.2	17.2	100%
Montebello - Downtown LA via Cesar Chavez Av	068	3,565				102.2	0				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	070	6,473	070	8,813	99.7%	181.3	291.9	125.1%	33.3	26.6	80%
Downtown LA - City Terrace - CSULA	071	401				29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,599		0	99.8				
Huntington Park Shuttle	611	791	611	787	99.5%	49.8	50.2	100.8%	15.9	15.7	99%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,469	910/950	6,383	98.7%	201.6	202.5	100.4%	32.1	31.5	98%
MLK - Hawthorne BI	040	8,092	040	7,979	98.6%	245.7	297.8	121.2%	32.9	26.8	81%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	5,862	260	5,011	97.4%	166.9	176.1	127.4%	35.1	26.9	76%
Pasadena - Altadena via Fair Oaks Av			660	698		0	36.5				
Venice BI Local	033	4,876	033	9,864	97.1%	170.1	349.5	98.8%	28.7	28.2	98%
Venice BI Rapid	733	5,285				183.8	0				
Sunset BI (became Sunset BI - Alvarado St)	002	5,814	002	11,530	96.6%	185.3	379.6	123.2%	38.8	30.4	78%
Alvarado St	200	6,126				122.7	0				
Manchester Av - Firestone BI	115	6,385	115	6,164	96.5%	165.3	168.1	101.7%	38.6	36.7	95%
La Brea Av	212	5,078	212	4,874	96.0%	136.9	187.6	137.0%	37.1	26.0	70%
Hawthorne BI, Rancho Palos Verdes	344	671	344	641	95.5%	39.7	44.5	112.1%	16.9	14.4	85%
Victory BI	164	2,442	164	2,331	95.4%	87.7	108.1	123.3%	27.8	21.6	77%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,493	232	2,369	95.0%	119.8	134.6	112.4%	20.8	17.6	85%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	4,452	078	3,350	91.8%	166.7	139.6	114.8%	26.7	21.3	80%
Rose Hill - Arcadia via Huntington Dr			179	735		0	51.8				
Florence Av	111	8,470	111	7,671	90.6%	208.9	215.1	103.0%	40.5	35.7	88%
Laurel Canyon BI	230	1,499	230	1,355	90.4%	56.8	56.4	99.3%	26.4	24.0	91%
Normandie Av	206	5,426	206	4,865	89.6%	115.8	134.2	115.9%	46.9	36.2	77%

Description	Line (2019)	Avg Sunday Boardings Q4-2019	Line (2023)	Avg Sunday Boardings Q4-2023	Sunday Ridership Recovery 2023 Versus 2019	Sunday Revenue Service Hours 2019	Sunday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Broadway Local	045	8,085	045	7,966	88.8%	200.5	259.3	132.5%	38.1	25.6	67%
Compton BI, Somerset BI			127	813		0	84.3				
Broadway Rapid	745	1,805				58.8	0				
Downtown LA - Artesia via Long Beach BI	060	8,586	060	7,557	88.0%	224.7	304.6	135.6%	38.2	24.8	65%
Plummer St, Woodman Av	158	721	158	629	87.2%	40.5	43	106.2%	17.8	14.6	82%
Hoover St	603	4,628	603	4,434	87.0%	127.5	160.3	103.0%	32.8	27.7	84%
Silver Lake	201	468				28.1	0				
Avalon BI, W 7th St	051	12,208	051	10,272	84.1%	261.9	257.6	98.4%	46.6	39.9	86%
Beverly BI - W Adams BI	014/037	6,794	014/037	5,652	83.2%	186	209.4	112.6%	36.5	27.0	74%
Downtown LA - Norwalk - Disneyland	460	2,905	460	2,409	82.9%	155.5	151.3	97.3%	18.7	15.9	85%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,157	901	7,366	80.4%	220.5	232.9	105.6%	41.5	31.6	76%
Telegraph Rd	062	2,089	062	1,678	80.3%	89.4	86.5	96.8%	23.4	19.4	83%
Pico BI	030	7,675	030	6,130	79.9%	203.1	175.1	86.2%	37.8	35.0	93%
Studio City - Beverly Hills	218	408	218	326	79.8%	25.1	32.4	129.1%	16.3	10.1	62%
Melrose Av/Main St/San Pedro St	010/048	4,250	010/048	3,388	79.7%	146.3	144.2	98.6%	29.1	23.5	81%
Olympic BI Local	028	6,721	028	5,280	78.6%	226	209.3	92.6%	29.7	25.2	85%
Washington BI/W Jefferson BI	035/038	2,721	035/038	2,119	77.9%	105.7	103.1	97.5%	25.7	20.6	80%
Paramount BI	265	594	265	461	77.6%	37.5	37.5	100.0%	15.8	12.3	78%
Coldwater Canyon Av - Devonshire St	167	1,043	167	803	77.0%	69.1	68.8	99.6%	15.1	11.7	77%
Vermont Av Rapid	754	8,712	754	6,561	75.3%	111.7	140.7	126.0%	78.0	46.6	60%
Riverside Dr	096	526	096	392	74.6%	38.8	31.6	81.4%	13.5	12.4	92%
La Tijera BI, Exposition BI	102	1,305	102	972	74.5%	78.1	66.8	85.5%	16.7	14.6	87%
Valley BI	076	4,575	076	3,373	73.7%	136	152.7	112.3%	33.6	22.1	66%
Warner Center Shuttle	601	662	601	226	34.2%	70.7	37.1	52.5%	9.4	6.1	65%
Alondra BI			128	446	New Sunday Service	0	43.7	N/A	N/A	10.2	N/A
Tampa Av & Winnetka Av			242/243	741	New Sunday Service	0	55	N/A	N/A	13.5	N/A
Artesia BI	130	853			Transferred to Municipal Agencies	57.2	0	N/A	14.9	N/A	N/A
Saticoy St			169	757	New Sunday Service	0	61.9	N/A	N/A	12.2	N/A

Description	Line (2019)	Avg Sunday Boardings Q4-2019	Line (2023)	Avg Sunday Boardings Q4-2023	Sunday Ridership Recovery 2023 Versus 2019	Sunday Revenue Service Hours 2019	Sunday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
South Gate Shuttle	612	722			Replaced with Micro	52.3	0	N/A	13.8	N/A	N/A



**NextGen Ridership Update
Quarter 4, Calendar Year 2023**

**Operations, Safety, and
Customer Experience Committee
May 16, 2024**

Metro[®]

NextGen Bus Plan Ridership Update

This report provides an assessment of Metro bus system ridership for Q4 (October 1 - December 31) CY 2023. Ridership is analyzed by:

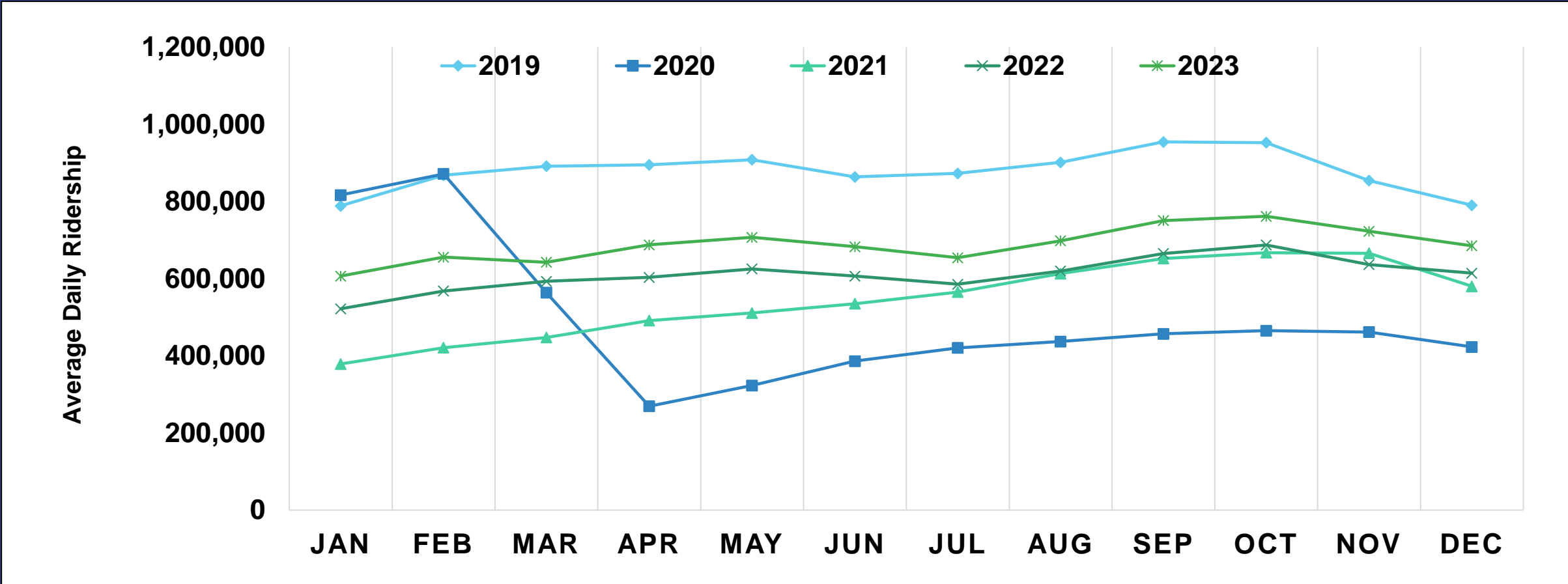
- Day type (Weekday, Saturday, Sunday)
- Service area
- Equity Focus Communities (EFCs)/non-EFCs
- Time period
- Line/line group, and
- Changes in average passenger trip length

The report compares the ridership from Q4 CY2019 (pre-pandemic) with Q4 CY2023 when service was fully restored (7 million revenue service hours annualized) based on the NextGen Bus Plan, with full bus operator staffing.

Another update will be provided in mid 2024 covering bus system ridership for Q1 CY2024.



Average Weekday Ridership 2019-2023

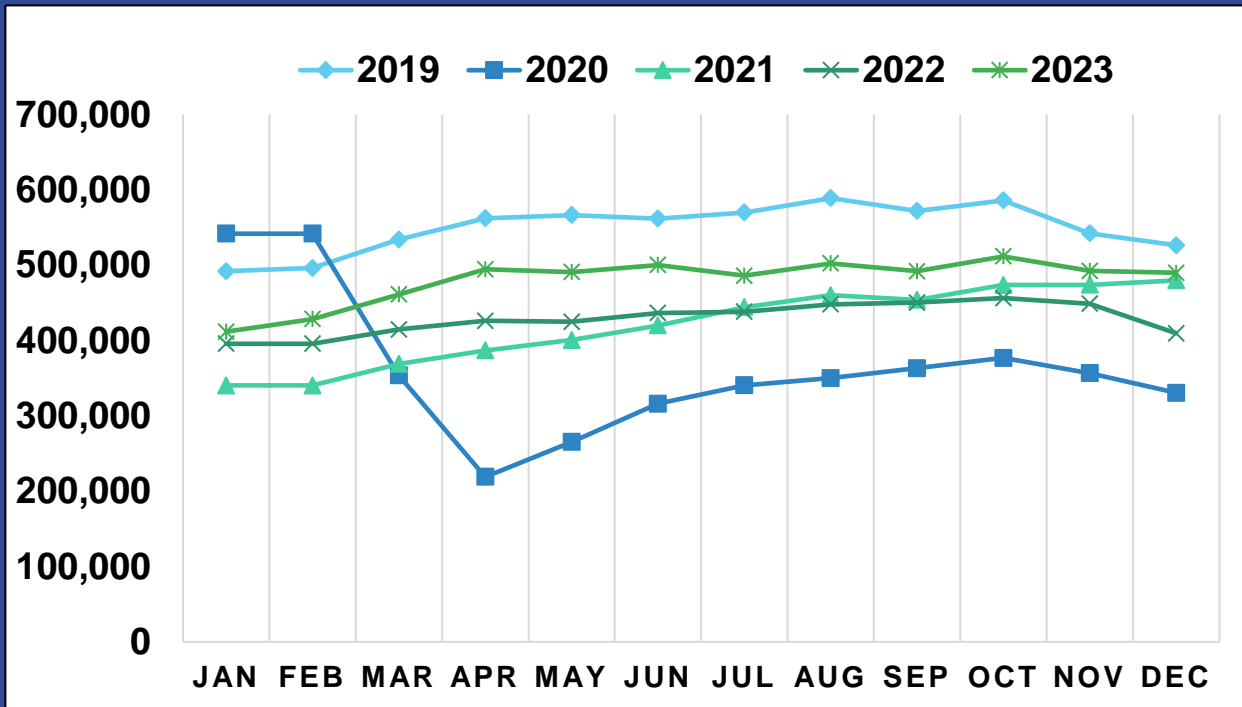


Service has remained at full 7 million revenue service hours (RSH) since December 2022. Average weekday ridership consistently remained above 2022 levels in 2023, including Q4. Ridership recovery improved in Q4 to 83.4% of 2019 pre-COVID ridership (was 78.6% in last update covering September 2023).

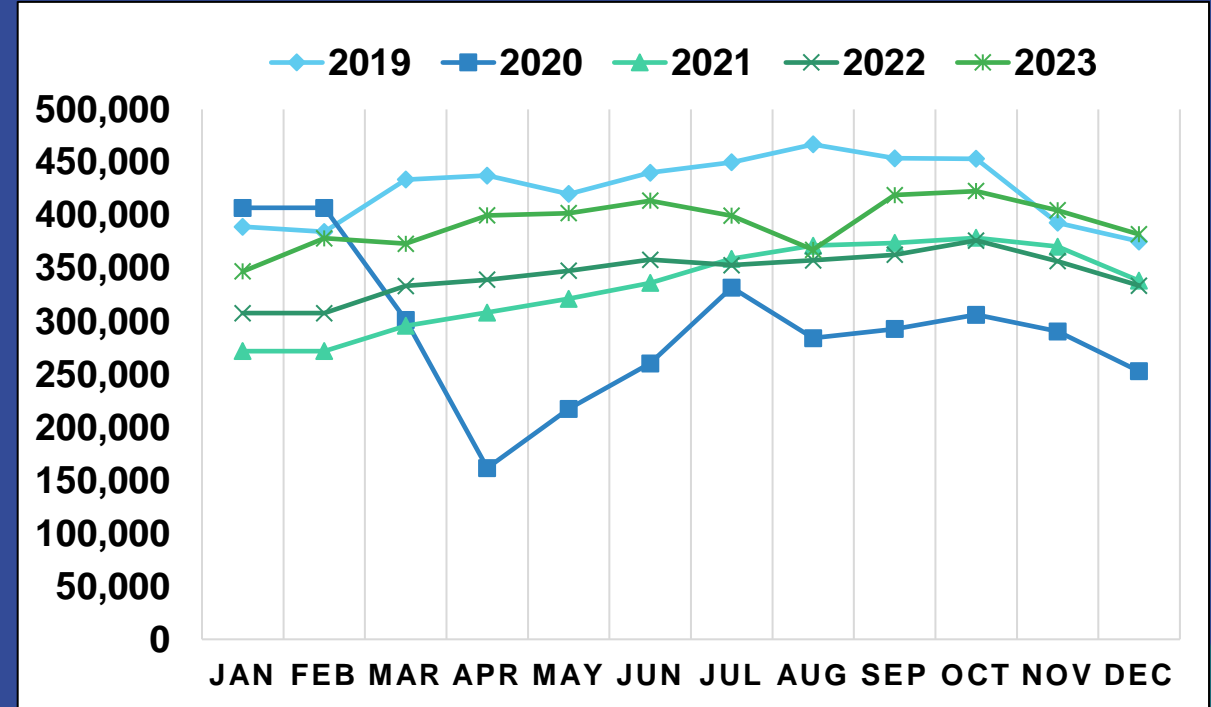


Weekend Ridership

Average Saturday Ridership 2019 – 2023



Average Sunday Ridership 2019 – 2023



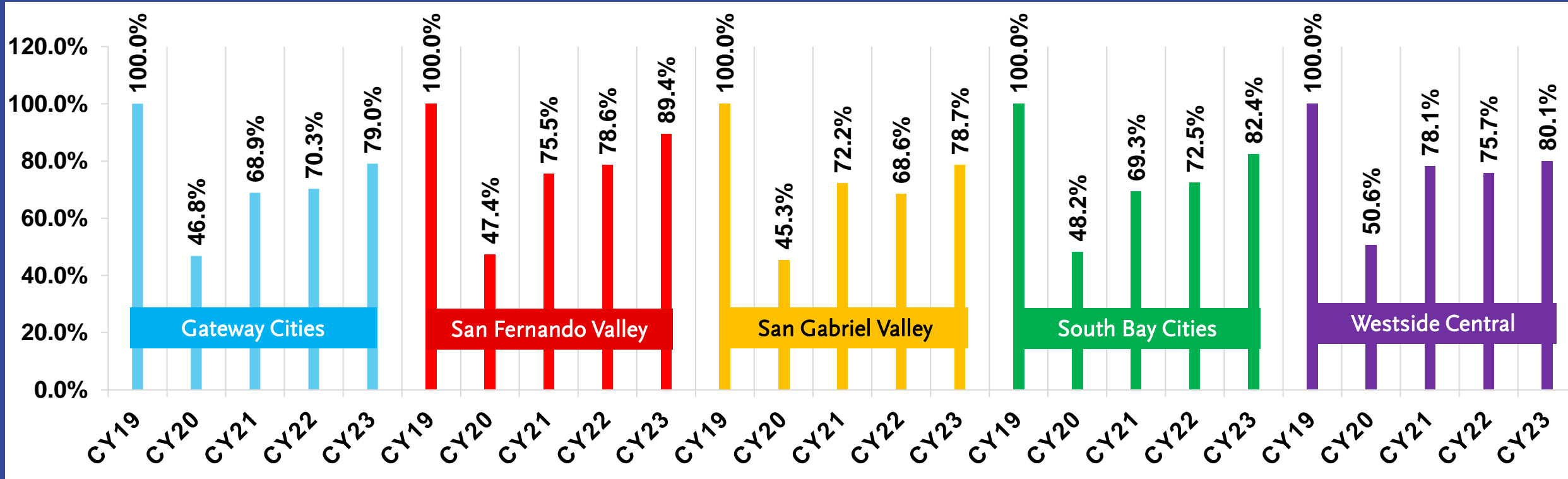
Q4 CY2023 average Saturday ridership recovery improved to 90.3% of 2019 pre-COVID level (was 86% in last report that reviewed September 2023).

Q4 CY2023 average Sunday ridership recovery improved to 99.97% of 2019 pre-COVID level (was 92.4% in September 2023).



Metro

Average Weekday Ridership Recovery by Service Area Q4 CY2019 – Q4 CY2023



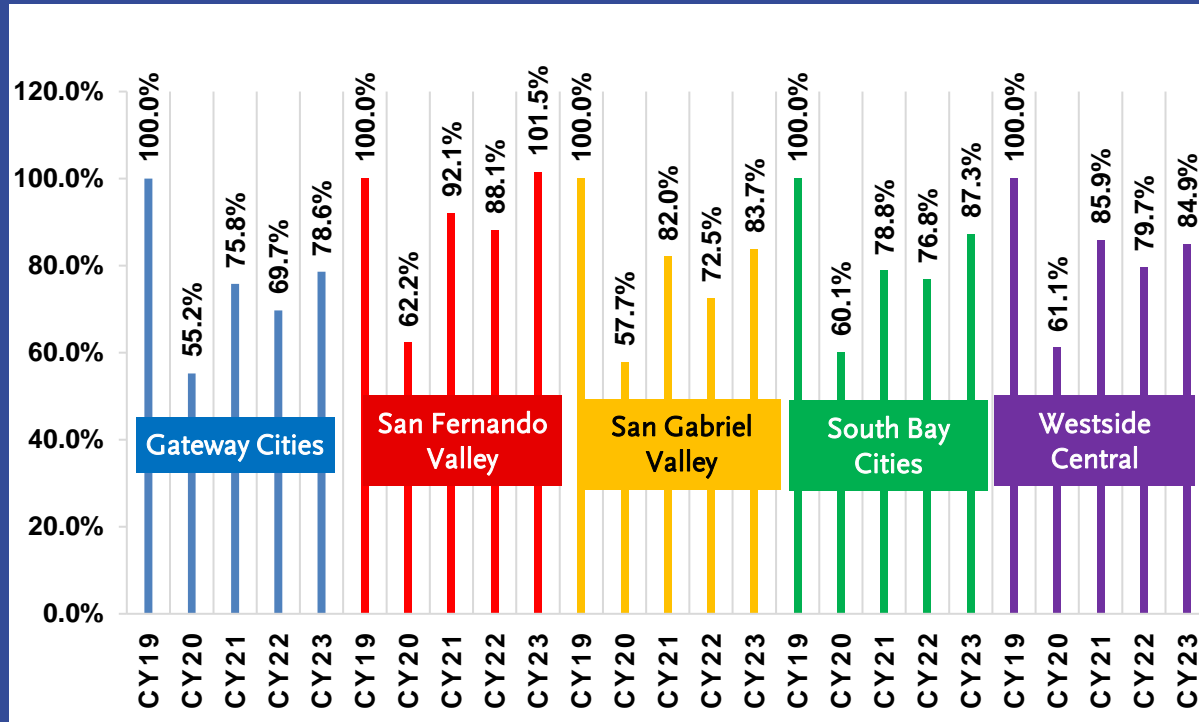
Weekday bus ridership has grown year over year in each of Metro's regions. Recovery improved by around 10% in most areas between CY2022 Q4 and CY2023 Q4. Notably strong recovery in the San Fernando Valley at almost 90%.



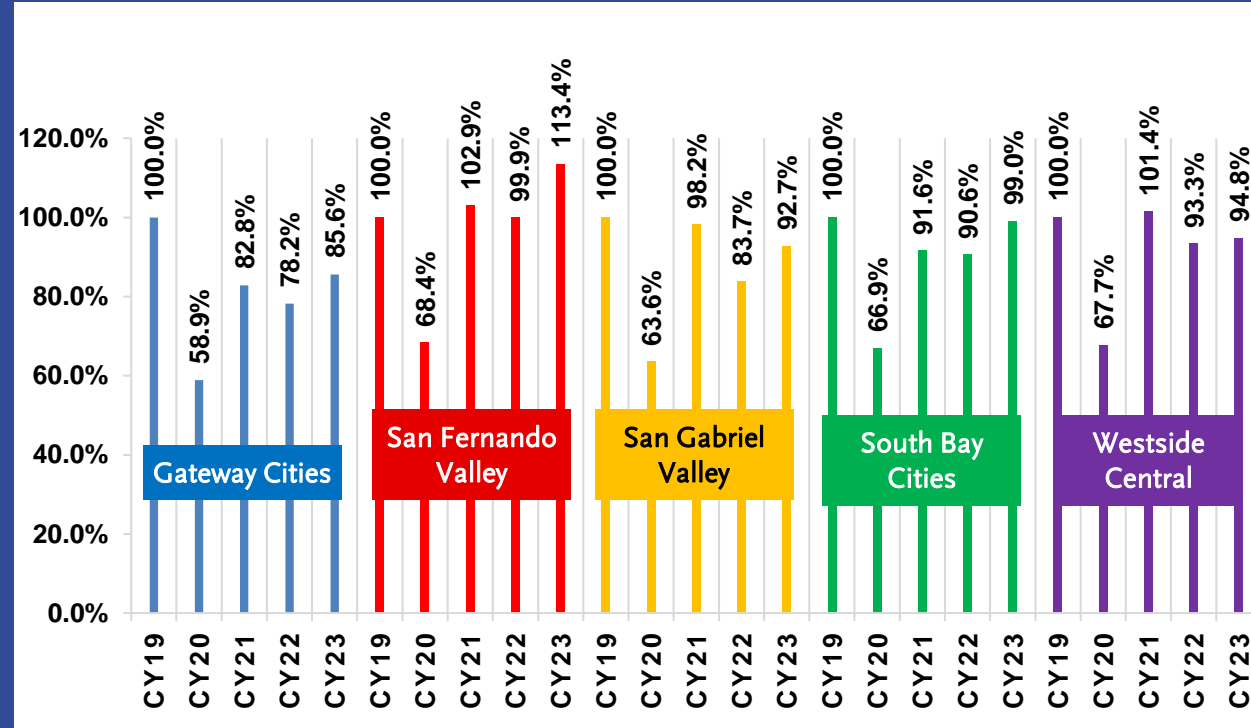
Metro

Saturday and Sunday Ridership

Average Saturday Bus Ridership 2019–2023



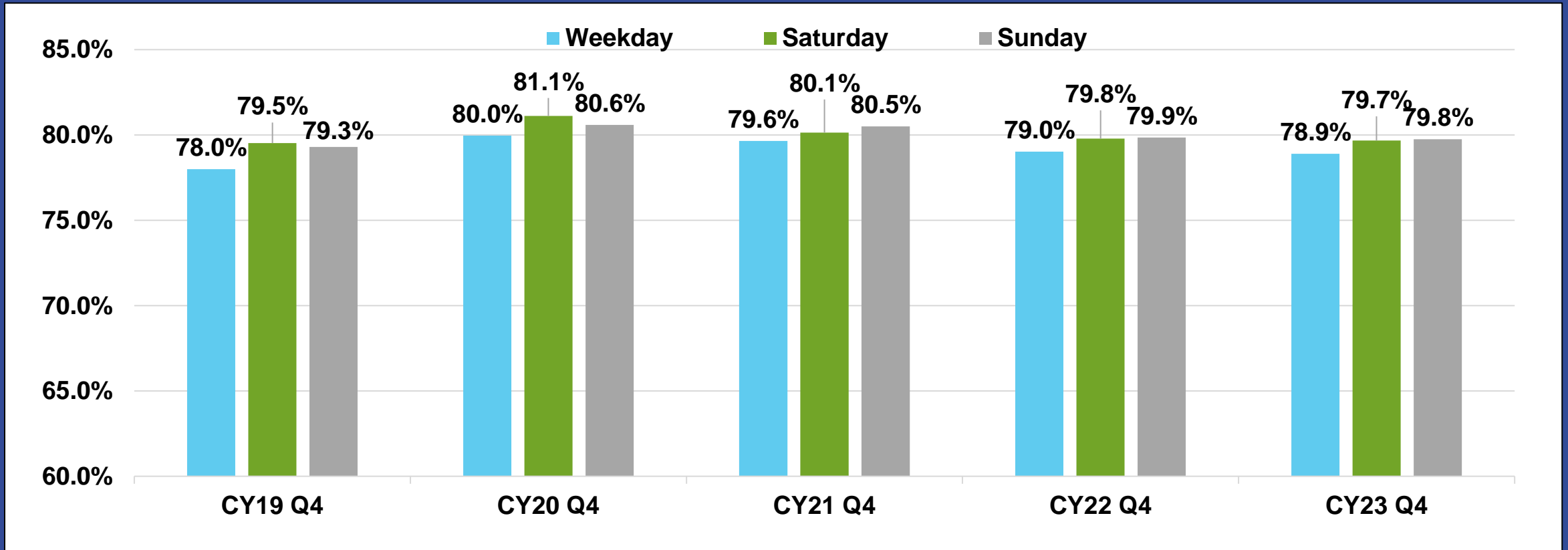
Average Sunday Bus Ridership 2019-2023



Most areas improved by up to 10% or more between CY2022 Q4 and CY2023 Q4 for both average Saturday and Sunday ridership. San Fernando Valley showed the most recovery, exceeding pre-pandemic 2019 ridership levels both Saturday and Sunday, with South Bay Cities almost reaching full recovery on Sunday.



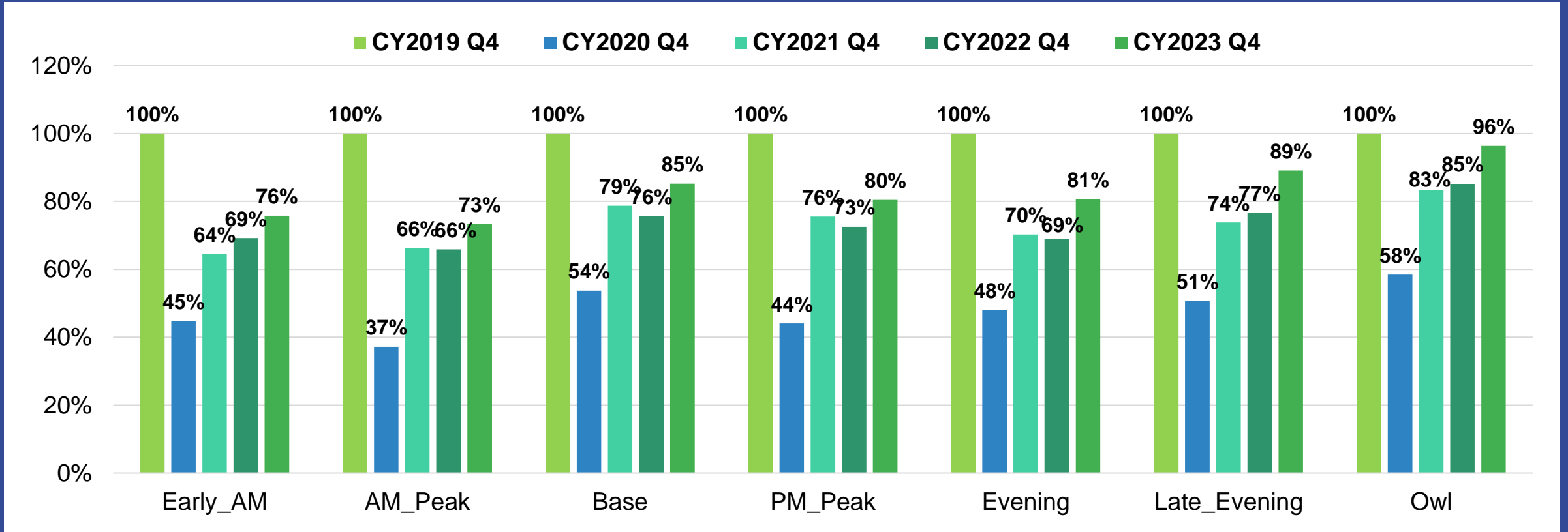
Ridership Percentage in Equity Focus Communities Q4 CY2019 – Q4 CY2023



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



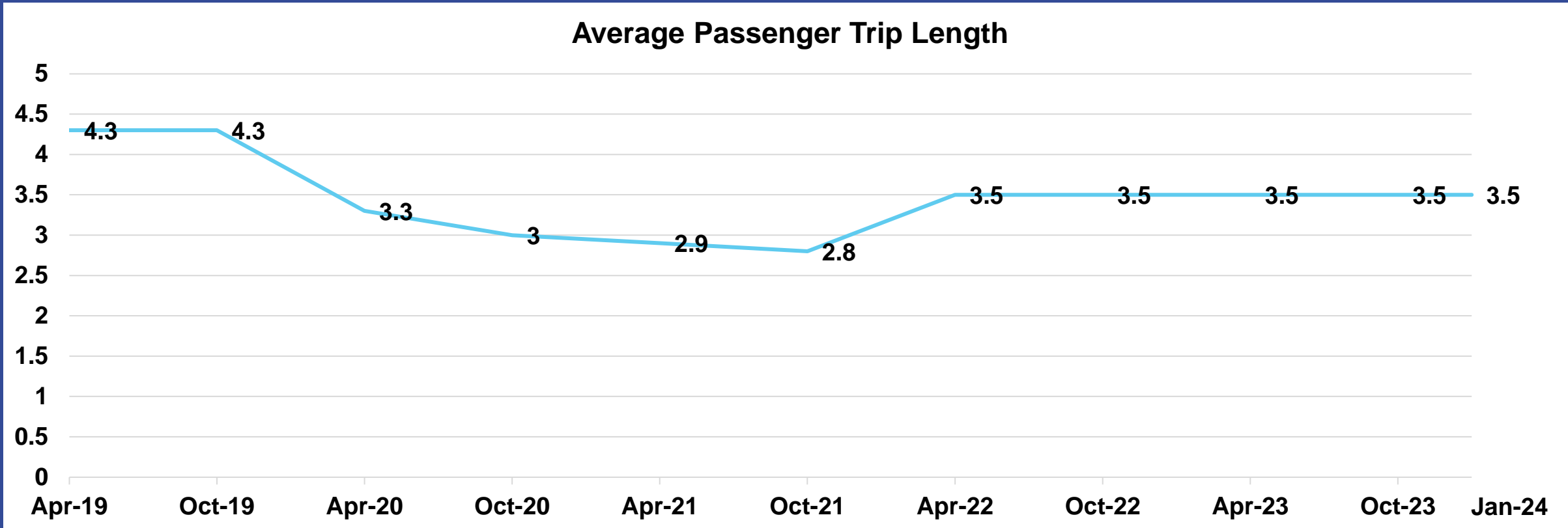
Weekday Ridership by Time Period Q4 CY 2019 to Q4 CY2023



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



Average Weekday Bus Passenger Trip Length



Average passenger trips lengths (unlinked) declined from just over 4 miles to just under 3 miles with the pandemic. They have remained lower than pre-pandemic lengths at around 3.5 miles. This is consistent with the NextGen Bus Plan which was designed to attract an increased share of shorter-distance travel through improved local bus frequencies.



Metro

Average Line/Group Ridership Recovery

Average % Ridership Recovery Q4 CY2023 versus Q4 CY2019	Number of Weekday Lines/Line Groups Average Recovery	Number of Saturday Lines/Line Groups Average Recovery	Number of Sunday Lines/Line Groups Average Recovery
>= 140.0%	0	2	1
130.0 – 139.9%	0	2	3
120.0 – 129.9%	0	1	8
110.0 – 119.9%	3	6	9
100.0 – 109.9%	8	7	16
90.0 - 99.9%	22	23	15
80.0 - 89.9%	18	12	10
70.0 - 79.9%	12	14	11
60.0 - 69.9%	13	7	0
50.0 - 59.9%	4	0	0
40.0 - 49.0%	1	0	0
30.0 - 39.9%	1	1	1
Total Lines/Line Groups	82	75	74

- In 2023 Q4, ridership recovered to above pre-pandemic levels on 11 weekday lines (up from 6 in September 2023), 18 Saturday lines (up from 14), and 37 Sunday lines (up from 24).
 - Weekday lines with ridership recovery above 83.4% average: 19-Tier 1, 11-Tier 2, 6-Tier 3, and 8-Tier 4
 - Saturday lines with ridership recovery above 90.3% average: 15-Tier 1, 9-Tier 2, 9-Tier 3, and 6-Tier 4
 - Sunday lines with ridership recovery above 99.97% average: 14-Tier 1, 10-Tier 2, 8-Tier 3, and 5-Tier 4
- Ridership recovery has been strongest where NextGen has invested in improved frequencies or in response to line restructuring.
- Lines serving downtown LA and with lower frequency have recovered more slowly. Low frequency lines will be a focus of the June 2024 service change.



Conclusions

- During the pandemic, non-peak ridership was more resilient as those trips were largely composed of essential workers and/or essential trips; this trend has continued.
- Weekday, Saturday, and Sunday ridership recovery has continued in 2023 Q4 above levels seen in the September 2023 review, with Sunday ridership just below 100% recovered in Q4 (has been above 100% in first two months of 2024).
- Off-peak and EFC shares of ridership remain larger than pre-pandemic, and average trip length remained shorter. This is consistent with the NextGen Bus Plan focus on growing off-peak and shorter-distance ridership.
- Metro programs such as fare capping, LIFE, and GoPass as well as new NextGen bus priority lanes and high-frequency network, together with customer experience improvements focused on customer safety, security, and cleanliness, and improved reliability continue to support and accelerate ridership recovery, and achieve the growth intended from NextGen.
- Additional frequency improvements for low frequency lines will be a focus of the June 2024 service change.



**Questions?
Thank You**