



## Board Report

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 18, 2024

**SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q1 CY2024**

**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 first quarter of calendar year 2024 (Q1 CY2024, consisting of the months of January-March 2024) compared to the 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, across Equity Focus Communities (EFCs)/non-EFCs, by 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 create a fast, frequent, and reliable Metro bus system and to be rolled out in two phases: “Reconnect” and “Transit First.”
- Reconnect was the initial phase set to restructure the existing network and was implemented over three implementation dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan’s effectiveness through strategic, quick-build capital investments to improve bus speeds and direct saved revenue service hours to bus frequency improvements.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability.
- Full restoration of NextGen Bus Plan service levels was completed in phases by December 2022.
- Metro continued to operate the full NextGen bus service levels through 2023 into 2024 with improved reliability due to full bus operator staffing, which was achieved by August 2023.

- However, a 1-2% operator shortage has existed since the December 2023 service change, when the operator requirement increased due to more peak service from increased ridership, as well as some recruiting challenges. Recruitment efforts have been ramped up in response, and overall canceled service levels remain low.

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

**Table 1: NextGen Frequency Tiers as of 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	15-30	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 was expected to achieve a 15-20% increase in ridership. This expected increased ridership is attributable to increased speed of service/reduced travel times from the implementation of items from the speed and reliability tool kit including new bus lanes, expanded transit signal priority, all door boarding, as well as reinvestment of time savings for increased service frequencies. Progress on such implementations include 49.7 lane miles of new bus priority lanes implemented as of the end of 2023. Two additional corridors (Florence Av and Roscoe Bl - 31.2 lane miles) will be delivered before the end of 2024, and 14.9 additional lane 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 and is near pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth supported by the implementation of the remaining Transit First bus speed and reliability improvements.

**DISCUSSION**

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

As of Q1 CY2024, average daily bus system ridership continues to show growth:

- Weekday ridership was 83.7% (up slightly from 83.4% in Q14 CY2023)

- Saturday ridership was 94.0% (up from 90.3% in Q14 CY2023)
- Sunday ridership was 98.3% (down slightly from 99.97% in Q1 CY2023).

The San Fernando Valley continues to show the highest ridership recovery in Q1 CY2024 compared to the four other service areas, at 88.5% of pre-pandemic Q1 CY2019 levels on weekdays, 103.2% Saturday, and 109.1% Sunday, benefitting from NextGen Bus Plan investments.

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

Midday weekday Q1 CY2024 ridership recovery was at 87% of pre-pandemic levels, exceeding both AM peak (70%) and PM peak (79%) recovery.

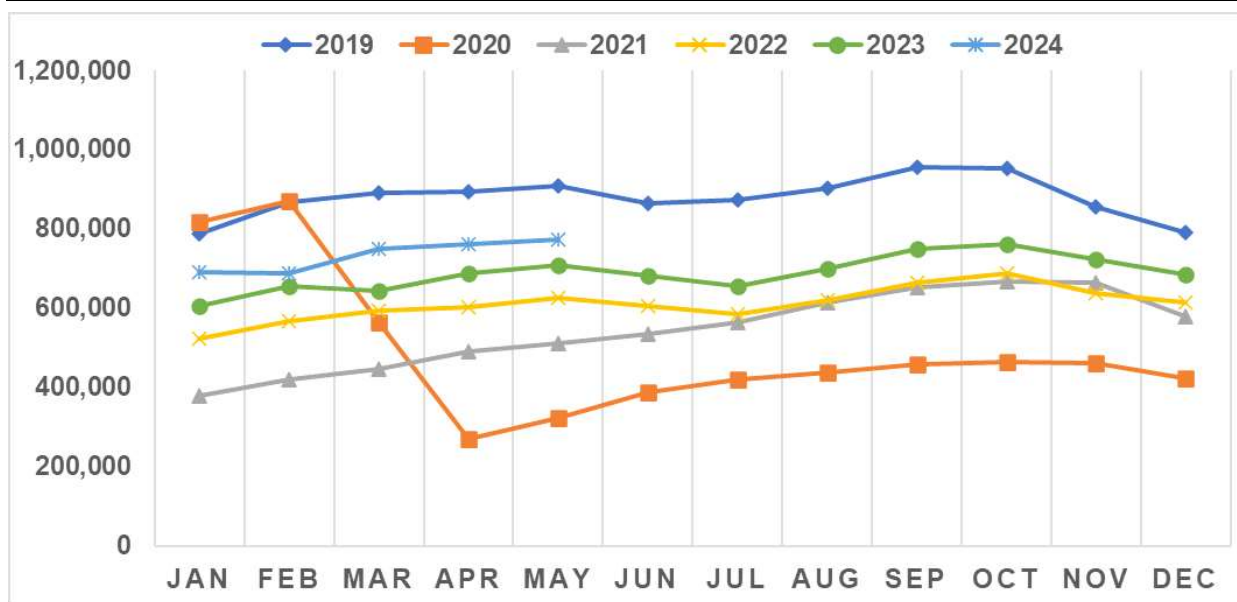
There were 12 lines/line groups weekday (up slightly from 11 in Q4 CY2023), 26 lines/line groups Saturday (up from 18), and 34 lines/line groups Sunday (down slightly from 37) exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2024.

A more detailed analysis is provided in Attachment A, which this report summarizes. Attachments B, C, and D to this report provide detailed data on systemwide and line/line group level for average weekday, Saturday, and Sunday bus ridership observed between Q1 CY2019 (pre-pandemic and pre-NextGen) and the same period Q1 CY2024. The period of this analysis tracks the significant drop in ridership at the beginning of the COVID pandemic in early 2020 and the subsequent recovery in ridership and service restoration in 2021 based on the implementation of the NextGen Bus Plan.

#### Ridership Trends from 2019 to 2024

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

In March 2024, average weekday bus ridership again exceeded 750,000, and the post-pandemic average weekday ridership of 761,757 record set in October 2023 was exceeded in both April and May 2024 (762,811 and 772,969 respectively), the highest monthly averages so far of 2024. (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2024)



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 88.5% in Q1 CY2024 (slight decline from the 89.4% in Q4 CY2023). 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. Even with the slight decline in this quarter’s San Fernando Valley ridership recovery rate compared to Q4 CY2023, average ridership was up 11.4% in the service area compared to the same Q1 in CY2023, so ridership growth remains strong.

The four other Service Council areas’ weekday ridership recovery rates for Q1 2024 were as follows:

- San Gabriel Valley: 79.2% (up slightly from 78.7% in Q4 CY2023)
- Gateway Cities: 75.9% (down from 79.0% in Q4 CY2023)
- Westside Central: 82.5% (up slightly from 80.1% in Q4 CY2023)
- South Bay Cities: 80.8% (down slightly from 82.4% in Q4 CY2023)

While recovery rates for some service areas were down from the Q4 CY2023, overall average weekday ridership increased in all regions by between 6.8% and 13.9% when comparing Q1 CY2024 with the same quarter Q1 in CY2023. The Gateway Cities area recovery is impacted by a number of factors. Line 130 on Artesia BI was transferred to municipal operators, and a number of lines were replaced by Microtransit. The 2019 data also contains ridership for New Blue bus bridges which were temporary bus services in place of Blue Line rail service.

Similar patterns were seen for growth in Q1 2024 average Saturday ridership, with San Fernando Valley at 103.2%, up from 101.5% in Q4 CY2023, and other areas at 79.8 - 90.9% (up from 78.6 - 87.3% in Q4 CY2023).

Average Sunday ridership also increased, but some areas had a reduced recovery rate. San Fernando Valley's recovery rate was 109.1%, down from 113.4% in Q4 CY2023, and other areas 83.7% to 96.0% (down from 85.6 - 99.0%). Though recovery rates showed some declines in Q1 CY2024 compared to Q4 CY2023, each service area had increased average Sunday ridership when comparing Q1 CY2024 with Q1 CY2023.

The table below shows the percentage change in average daily ridership by service area between Q1 CY2023 and Q1 CY2024.

<b>Change in Average Daily Ridership Q1 CY2024 versus Q1 CY2023</b>	<b>Daily</b>	<b>Saturday</b>	<b>Sunday</b>
Gateway Cities	10.4%	8.8%	6.00%
San Fernando Valley	11.4%	9.6%	6.60%
San Gabriel	13.3%	12.5%	8.50%
South Bay	13.9%	13.3%	9.30%
Westside Central	6.8%	7.0%	1.40%

(See also Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q1 CY2019 - Q1 CY2024)

Ridership by Time Period

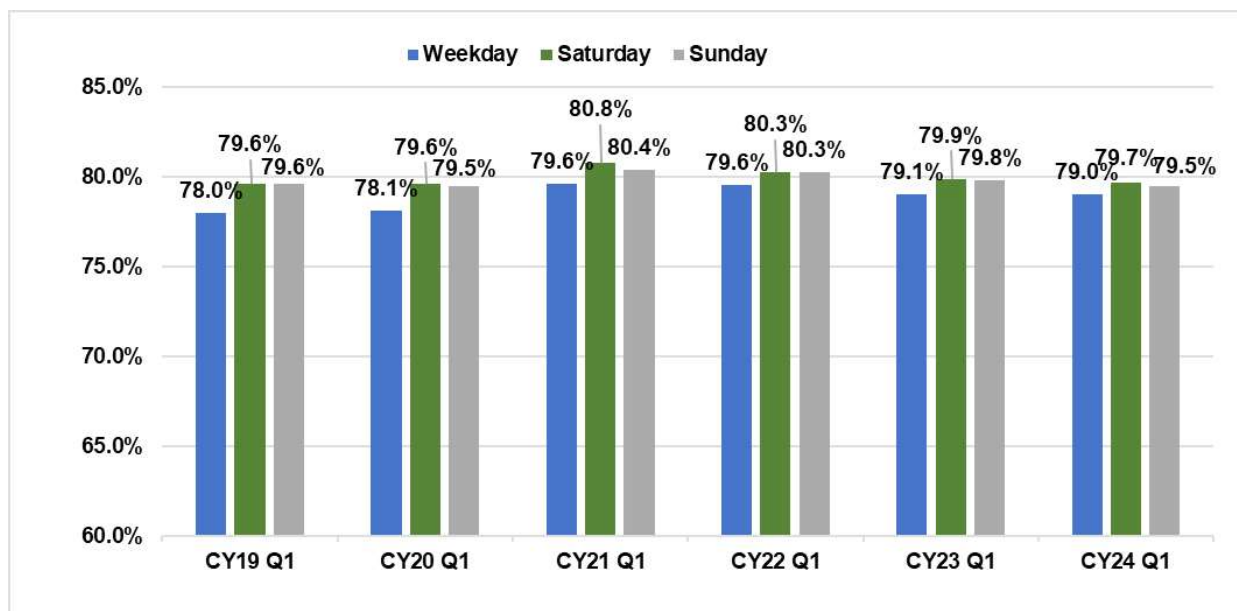
As of Q1 CY2024, early AM and AM peak period ridership remains the least recovered at 73% and 70% of 2019 levels, respectively, while the PM peak and evening recovery rates were 79% and 81%, respectively. By contrast, the base (midday), late evening, and Owl periods share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 87%, 90%, and 92%, respectively. This suggests that fewer traditional office workers are commuting on transit in the morning peak. The increase in base (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 for Q1 CY2024 was higher than weekdays. Saturday AM peak ridership had the lowest recovery rate at 84%, while Saturday early AM and base were slightly more recovered at 87%, and PM peak and evenings Saturday were 90% and 91% recovered respectively. As with weekdays, the Saturday late evening and Owl periods had the highest recovery rates of 96% and 97%, respectively. Sunday recovery rates by time period were closer together, at between 92% and 95%, except early AM, which was 106%, the only period to exceed 100% in Q1 CY2019. (Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q1 CY2019 - Q1 CY2024)

Ridership by Equity Focus Communities (EFC)

Q1 CY2024 average daily boardings in EFCs increased by up to 1.6% on weekdays, 1.2% on Saturdays, and 0.8% on Sundays during Q1 CY2021 and Q1 CY2022 when COVID was most active, compared to pre-COVID. By Q1 CY2024, EFC boardings were still around 1% higher than pre-COVID on weekdays and had returned to pre-COVID levels on weekends. The trips made in the early part of COVID are more likely to have been made by people who relied on transit to access essential jobs and services. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs, which has likely contributed to the 1% increase in the share of boardings that will continue to be seen in EFCs in 2023 and 2024. This change may also be attributable to fewer choice riders using weekday services in non-EFCs, with factors such as telecommuting continuing post-pandemic.

(See also Attachment A, Chart 13: Percentage of Total Boardings in EFCs by Day Type: Q1 CY2019 through Q4 CY2024)



Equity Focus Communities where ridership recovery has been strongest (over 90% recovered weekdays and weekends) include:

- Western Av Line 207
- Vermont Av Local Line 204
- Central Av Line 53
- Compton Av Line 55
- Vernon Av Line 105
- Slauson Av Line 108
- Gage Av Line 110
- Century Bl Line 117 through South LA
- Line 603 serving Hoover St,
- Line 18 serving East LA

- Line 66 serving W 8<sup>th</sup> St and E Olympic Bl in East LA
- Line 251 on Soto St through East LA and Huntington Park
- Line 611 Huntington Park Shuttle
- Line 605 Shuttle in Boyle Heights and;
- J Line 910/950 BRT between El Monte and Harbor Gateway/San Pedro

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

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

#### Average Trip Length

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

#### Ridership and Productivity by Service Tiers and Lines

The NextGen Bus Plan change involved restructuring a group of lines to provide a fair comparison of the changes in ridership. The comparison is based on average Q1 CY2024 versus Q1 CY2019 ridership for each day type (weekday, Saturday, Sunday). While there are 120 Metro bus lines, ridership recovery rates are based on 82 weekdays, 75 Saturday, and 74 Sunday lines/line groups. Detailed data is included in Attachments B, C, and D, respectively.

The overall system ridership recovery rate in Q1 CY2024 was 83.7% for weekdays, 94.0% for Saturdays, and 98.3% for Sundays compared to Q1 CY2019 as a pre-COVID baseline. There were 12 weekday, 26 Saturday, and 34 Sunday lines/line groups exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2024. The review focused on lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers.

The high number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up 46% of all bus lines) with above-average

recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery:

Number of Lines with Above-Average Recovery in Q1 CY2024	Weekday	Saturday	Sunday
Tier 1	19	14	14
Tier 2	12	11	11
Tier 3	6	7	6
Tier 4	7	6	6

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.

The common denominator of less ridership recovery along some Tier 1 and Tier 2 lines was that they serve Downtown LA. This neighborhood has seen reduced daily work-related trips due to increased telecommuting, which has negatively impacted many downtown service industry businesses, further reducing travel to downtown LA. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the new Metro Regional Connector and the Metro bus network for those returning to work and for the many leisure and entertainment events occurring there.

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 to not be traveling as much for work in downtown LA or other locations, such as Van Nuys or Warner Center in 2023. Also, notable ridership changes in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate, happened. The ridership recovery rate for the corridor overall was 87.2% on weekdays (up from 84.0% in Q4 CY2023), with the Local Line 204 having a recovery rate of 108.5% (up from 103.5% in Q4 CY2023). 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 65.7% (up from 64.6% in Q4 CY2023). Line 754 saw notably high cancellation rates in 2022, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 123.8%; Rapid 65.8%) and Sunday (Local 109.5%; Rapid 76.3%).

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. Other Tier 2 lines across Metro’s service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on Gage Av, and Line 117 on Century Bl, all of which serve South LA, as well as Line 605 serving Boyle Heights.

Several Tier 3 lines had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines (40-60 minute frequency) had low ridership recovery and, in most cases, no NextGen route changes and a lower percentage of route miles serving EFCs. It will be



essential to test the best performers among these lines by upgrading to 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.

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 (more details on these initiatives are in the next section). Staff will review ridership for Q2 CY2024 (April through June 2024) as the basis for the next ridership report to be presented in Fall 2024.

### Speed and Reliability

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

Progress on such speed and reliability implementations include 49.7 lane miles of new bus priority lanes implemented as of the end of 2023 across Metro's service area. Updates on upcoming and recent projects are listed below:

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

In June 2024, LADOT began installation of this 21 lane-mile project. This project provides peak-period bus priority lanes on Roscoe Bl between Topanga Canyon Bl and Coldwater Canyon Av and is the first project to be delivered as part of the North San Fernando Valley Transit Corridor project. Construction is expected to take four months and will be completed in the fall of this year.

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

In June 2024, the design was completed for the City of LA portion of the Florence Av Bus Priority Lanes project. Design for the Unincorporated LA County portion is expected to be complete in July 2024. This project will provide 10.2 lane miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station.

Concurrent with design, Metro is working to secure construction permits from both the City of LA and LA County. Construction is expected to begin by the end of 2024.

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*Sepulveda Boulevard and Ventura Boulevard Bus Priority Lanes (Metro Line 234)*

In October 2023, LADOT completed the implementation of this 10.8 lane-mile project. This project provides full-time bus priority lanes along Sepulveda Bl between Ventura Bl and Rayen St, and morning peak-period bus priority lanes on a segment of westbound Ventura Bl between Vesper Av and Sepulveda Bl.

Metro conducted surveys of Line 234 riders in March 2024 to gather feedback on the effects of the bus lanes on riders. Of the 132 riders surveyed, 74% are regular Line 234 riders, 75% experienced faster bus speeds, and 75% experienced improved bus reliability.

*La Brea Avenue Bus Priority Lanes (Metro Line 212)*

In August 2023, Metro reached the final completion of the 5.7 lane-mile peak-period bus priority lanes on La Brea Av between Sunset Bl and Olympic Bl.

Metro conducted surveys of Line 212 riders in March 2024 to gather feedback on the effects of the bus lanes on riders. Of the 110 riders surveyed, 77% are regular Line 212 riders, 64% experienced faster bus speeds, and 54% experienced improved bus reliability.

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

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

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

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

Bus Lane Enforcement

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

In addition, Metro continues to make progress on the automated Bus Lane Enforcement (BLE) program. Metro has awarded a contract to Hayden AI Technologies to implement the BLE pilot on

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100 buses. Half of these buses have been equipped with the BLE hardware, with the second half expected to be complete with the procurement of new BYD buses due to be delivered in FY25 Q1.

The BLE outreach plan is being led by Metro in coordination and cooperation with LADOT and is in place and is awaiting the start of the program. The outreach effort will focus along the specific BLE corridors that are affected and include some general program informational materials for a wider audience. Metro's partner agency, LADOT, is working to amend the City's municipal code to allow citations under the BLE program. City Council approval of these changes is expected in August 2024. Upon Council approval, there will be a concurrent 60-day warning and outreach effort. A full community engagement plan is being developed. Outreach will be conducted in English, Spanish, and other significant languages where relevant to the communities of focus for the program.

### **EQUITY PLATFORM**

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities, which have been historically more transit-dependent. A central goal of the NextGen Bus Plan was to provide improved transit service frequencies, travel times, and reliability improvements for Metro system riders. Eight in 10 Metro riders are Black, Indigenous, and/or other People of Color (BIPOC); nearly 9 in 10 live in households with total annual earnings below \$50,000, and nearly 6 in 10 are below the poverty line.

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

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

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

### **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.

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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 based on the NextGen Bus Plan. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will continue implementing bus speed and reliability improvements such as new bus lanes. Another update is planned for the Board in November 2024, tracking the detailed progress on ridership recovery during Q2 CY2024.

### **ATTACHMENTS**

Attachment A - NextGen Ridership Analysis Q1 CY2024

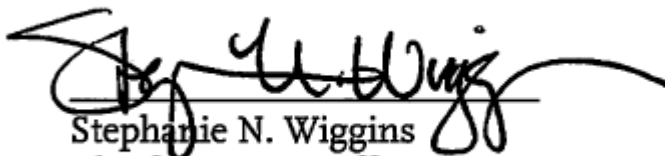
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group

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

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

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### NextGen Ridership Analysis – Q1 CY2024

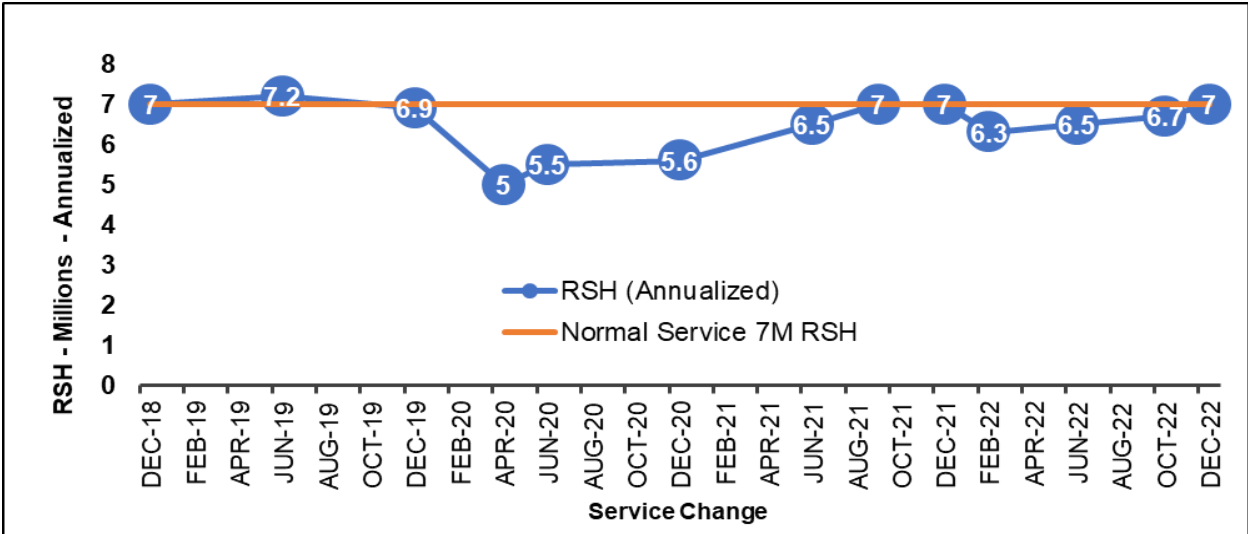
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to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

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 2024 (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:

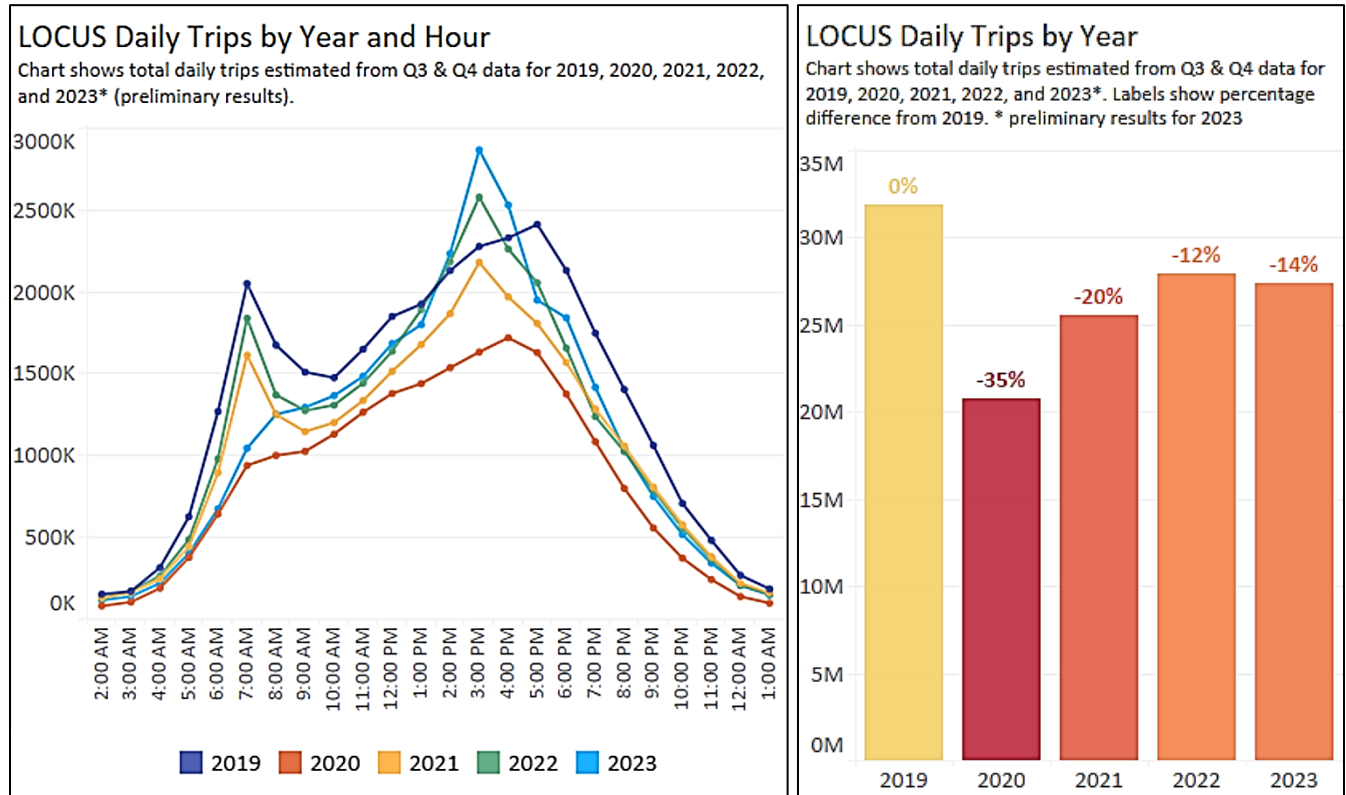
A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million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

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

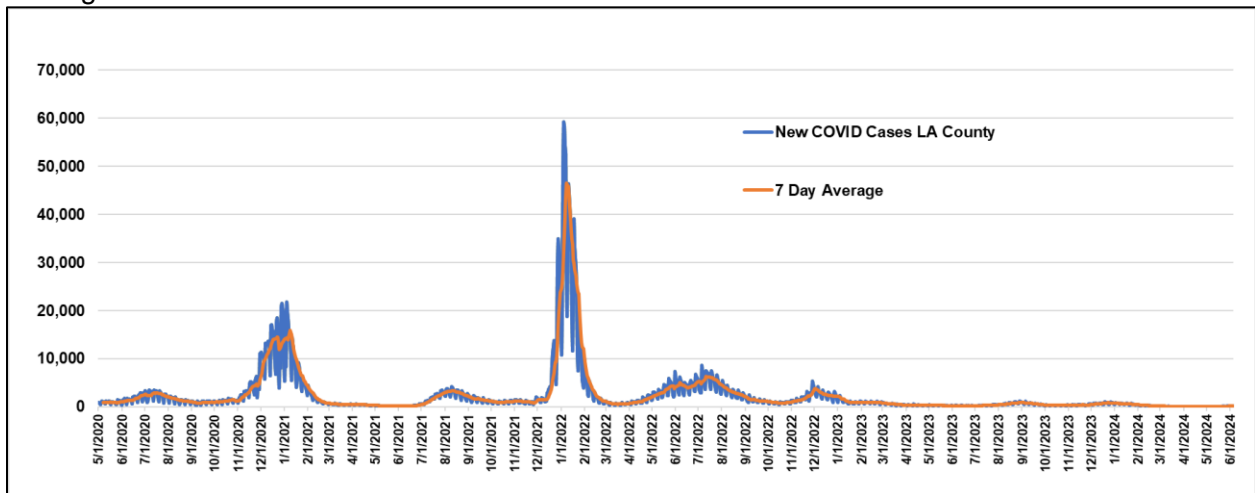


Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and overall remains below pre-COVID levels. After an initial 35% drop in 2020 with the onset of the pandemic, travel 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 and into 2024.

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.

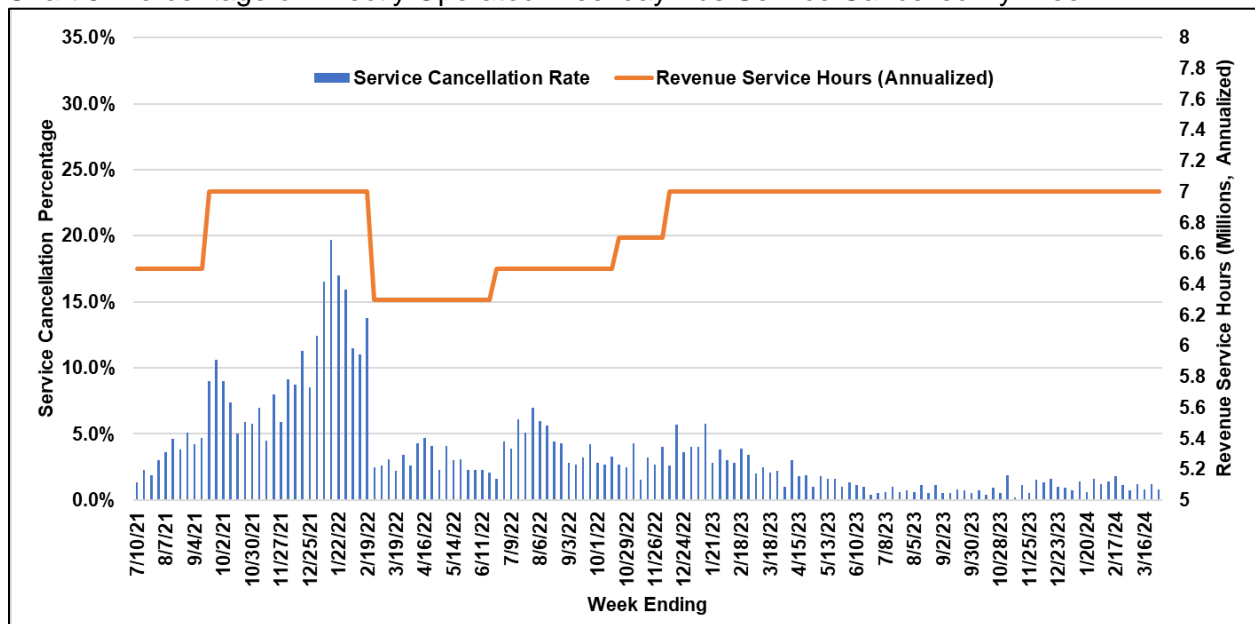
The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the ridership decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, 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 school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

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

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

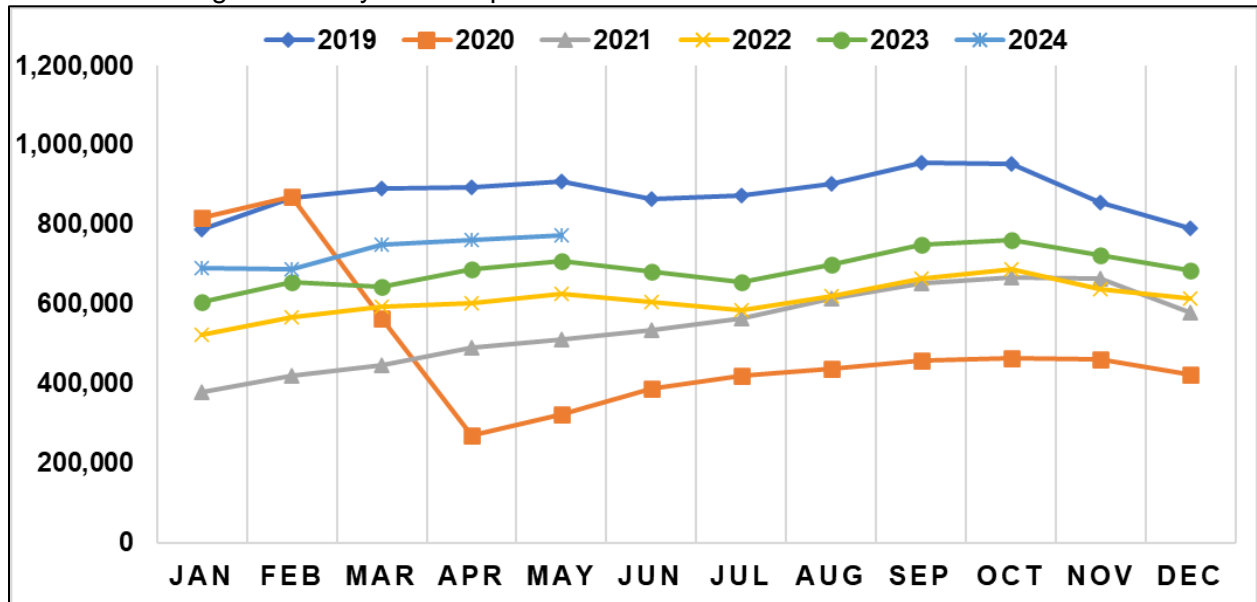


Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change and operator recruitment challenges (such as poor turnout rate to commence training) have seen a shortage of around 1-2% in operator numbers during Q1 CY2024. New operator class sizes have been increased again to turn around this trend. Service cancellation numbers remained low. Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.



As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, with Q4 CY2023 Weekday ridership at 83.4% of pre-COVID 2019 levels and increasing to 83.7% in Q1 CY2024. In May 2023, weekday ridership exceeded 700,000 for the first time since COVID impacts were felt. In September and October 2023 as well as March through May 2024, average weekday bus ridership exceeded 750,000 for the first time since the pandemic.

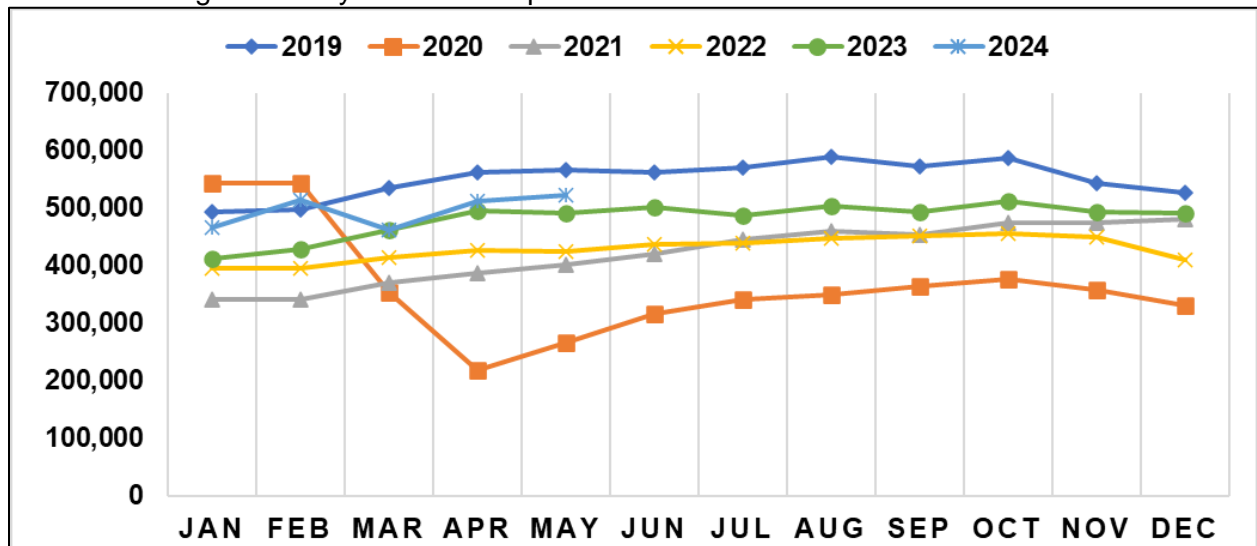
Chart 6 – Average Weekday Ridership 2019 – 2024



**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 2019–2024



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

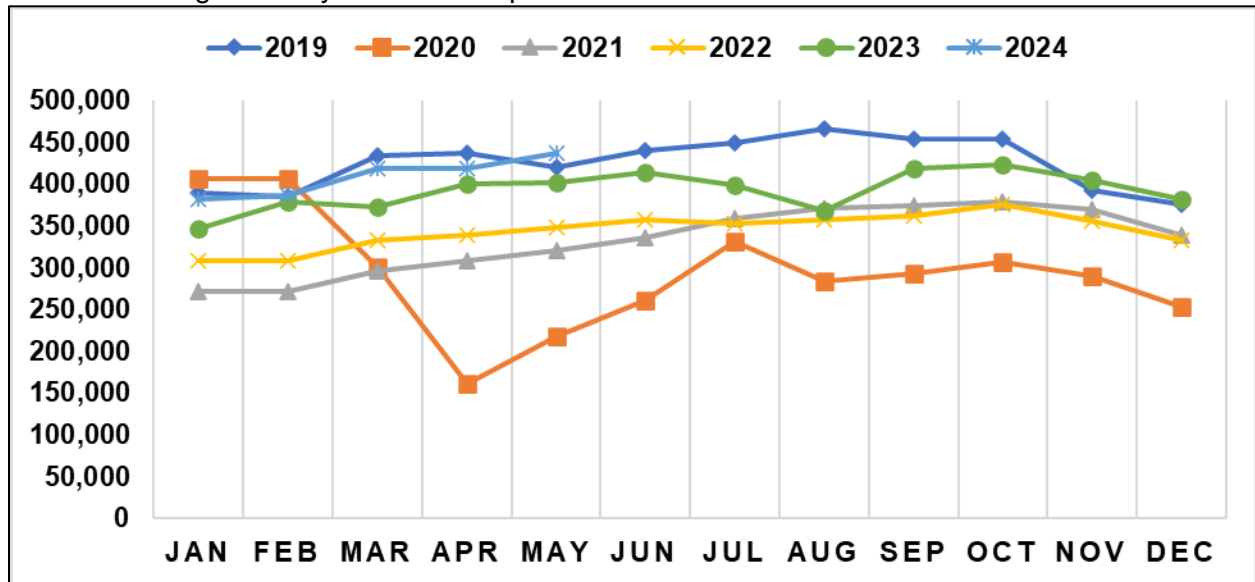
Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip in the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday bus ridership was 90.3% of pre-COVID levels and that recovery increased to 94.0% for Q1 CY2024.

**Sunday Ridership**

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

By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancelations 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 bus ridership recovery was 99.97%, though the recovery rate declined slightly to 98.3% in Q1 CY2024.

Chart 8: Average Sunday Bus Ridership 2019-2024

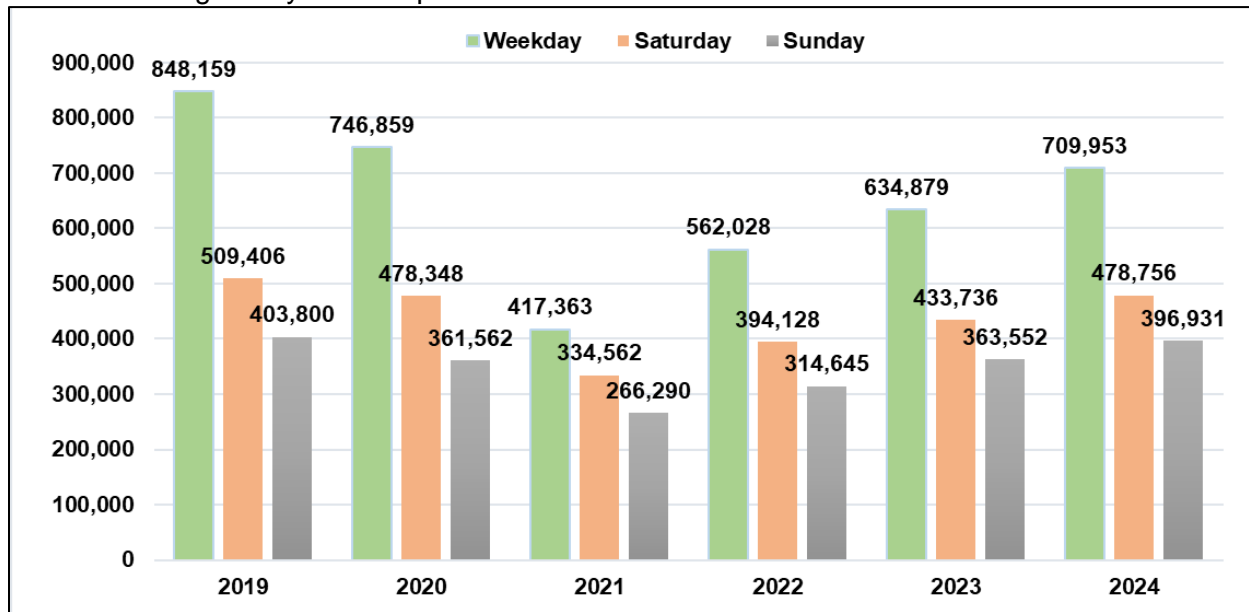


**Current Ridership**

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to increase more

incrementally 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 and continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q1 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9 below.

Chart 9: Average Daily Ridership Q1 CY 2019 – Q1 CY 2024

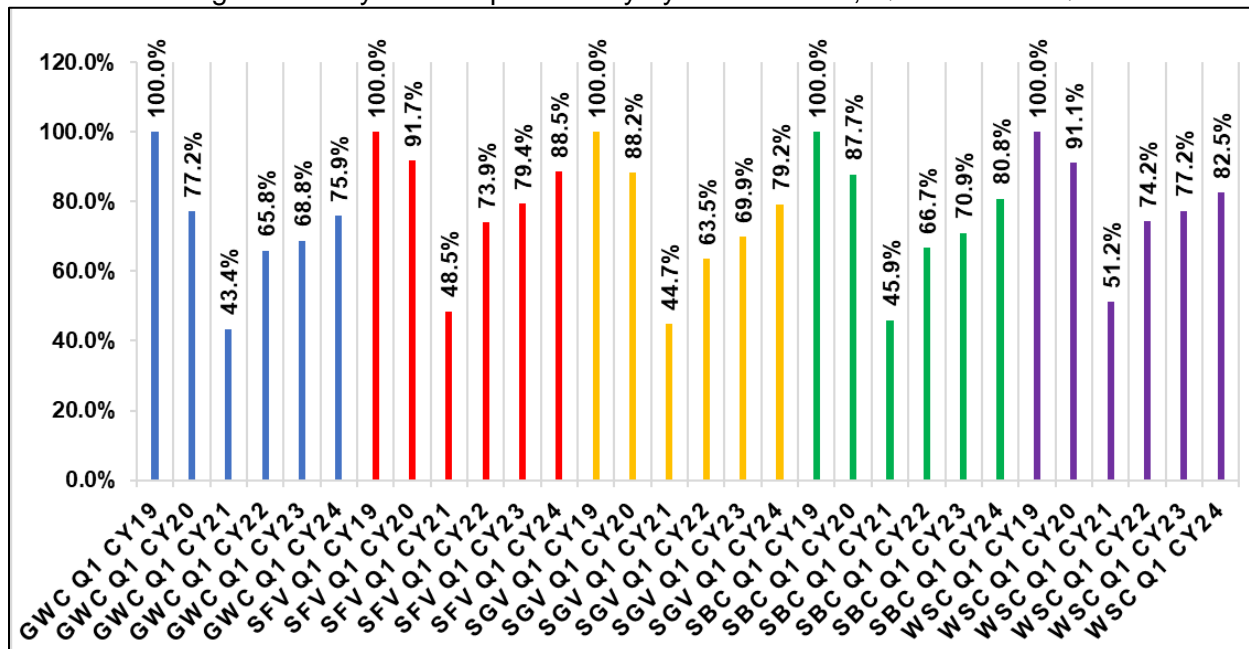


Metro reduced bus service by 10% in February 2022 in response to significant service cancellations caused by a bus operator shortage. Bus service levels were fully restored by December 2022 and service reliability improved significantly in 2023 as the bus operator shortage was resolved. Full service 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 continuing into 2024 compared to the more limited ridership growth seen in 2022.

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC) areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV) and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery, at 88.5% in Q1 CY2024. This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 82.5% for the Westside Central service area and 75.9% for the Gateway Cities service area.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q1 CY2019 - Q1 CY 2024



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 (6<sup>th</sup> - Whittier)
- Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6<sup>th</sup> St)
- Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic BI)
- Line 30 increased from every 12 to 10 minutes midday (Pico BI)
- Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice BI)
- Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic BI)
- Line 217 increased from every 12-15 to every 10 minutes peak and midday periods
- 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.

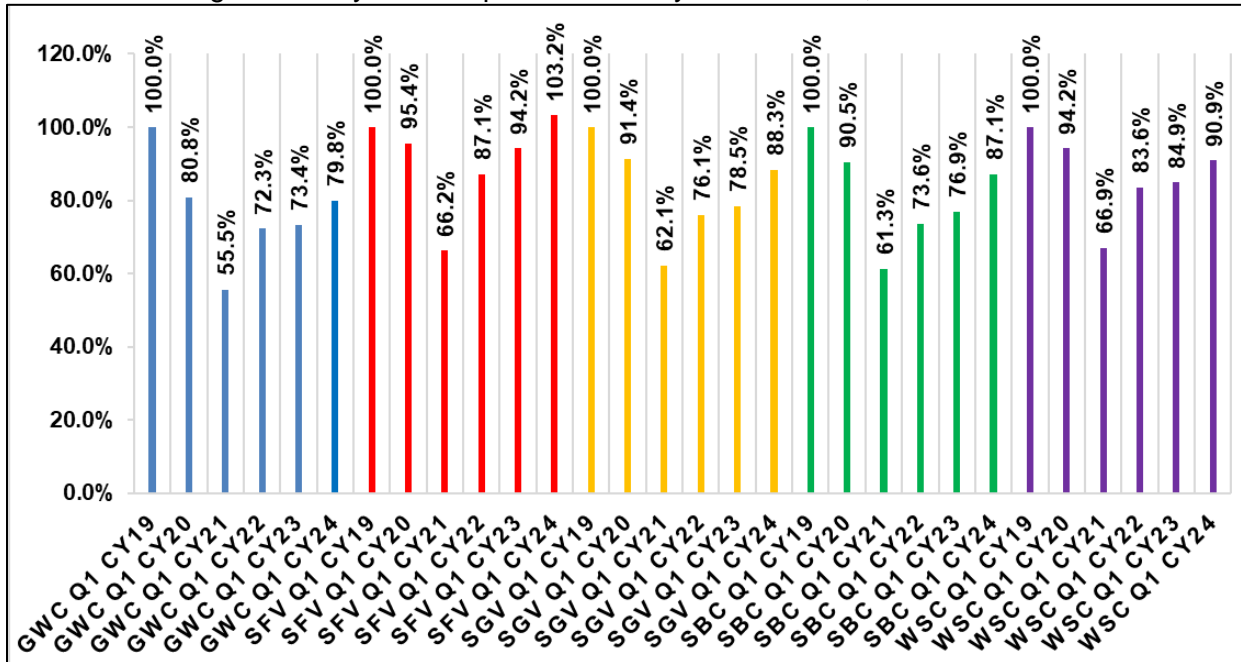
Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- 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.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q1 CY2019 – Q1 CY2024



Saturday ridership recovery has occurred across all regions between Q1 2019 and Q1 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (103.2%), continuing to exceed its pre-COVID ridership. The other four areas show recovery rates between 79.8% on the lower end (Gateway Cities) and 87.1% (South Bay Cities) at the higher end. The percentage of Saturday ridership recovery by area is shown in Chart 11.

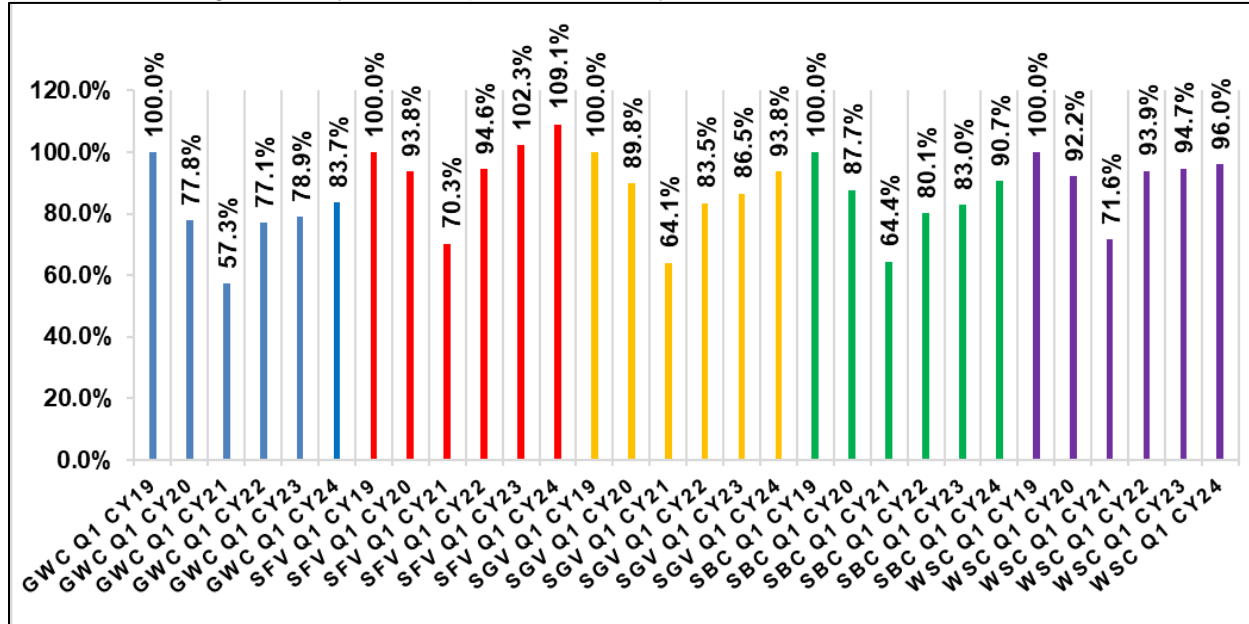
San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- 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.

Chart 12: Average Sunday Ridership Recovered by Service Area, Q1 CY2019 – Q1 CY2024



Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q1 CY 2020 and Q1 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (109.1% recovered). The Westside Central, San Gabriel Valley, and South Bay Cities all show recovery rates between 90% and 96%. The Gateway Cities area again shows the least recovery (83.7% 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 that previously had no weekend service gained Sunday service (Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239)). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes 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 weekend frequency changes in the Westside Central service area include:

- Tier 1: nine local lines had improvements made:
  - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
  - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
  - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
  - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
  - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
  - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
  - Line 33 increased from every 20 to 10 minutes peak hours and midday
  - Line 66 increased from every 20 to every 15 minutes Sunday
  - 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 weekend frequency changes in the South Bay Cities service area include:

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

every 23 to 15 minutes Sunday

- Tier 3: two local lines had frequency improvements made:
  - Line 125 increased from every 40 to every 30 minutes Sunday
  - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

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

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

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

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

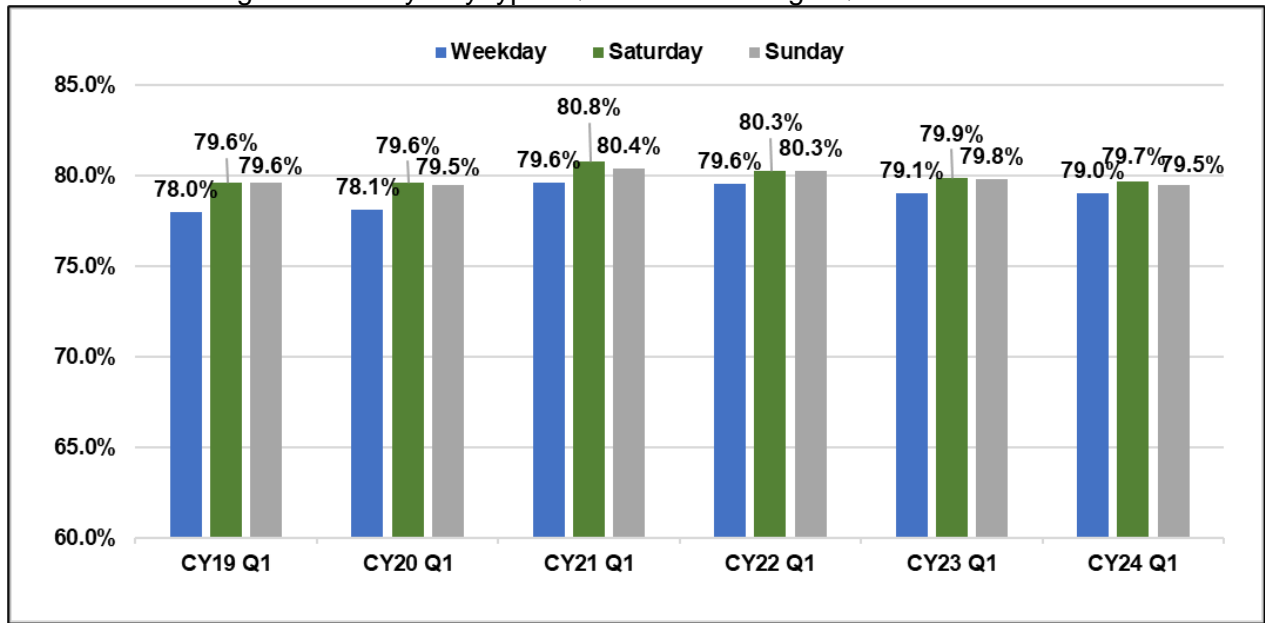
#### Bus System Ridership of Equity Focus Communities (EFC)

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 Q1 CY2019 (pre-NextGen and pandemic) through Q1 CY2024.

The proportion of boardings occurring in EFCs increased by 1.6% weekdays, 1.2% Saturdays, and 0.8% Sundays as was expected in the early, most impactful years of the COVID-19 pandemic as those with limited other options still travelling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1% higher, but weekends returned to the same level as

the pre-pandemic share of boardings. This suggests two factors: 1) that the NextGen changes have benefitted EFCs particularly during weekdays where transit is critical to access to jobs, services, and opportunities, more than other areas; and 2) that weekdays may have seen a decline in transit trips in non-EFC areas due to changes reducing travel demand such as telecommuting by office workers to places such as downtown LA.

Chart 13: Boardings in EFCs by Day type: Q1 CY2019 through Q1 CY2024



This higher proportion of trips in EFCs likely in part reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan.

**Average Ridership by Time of Day**

Weekday ridership by time period for Q1 CY2020 through CY2024 compared to Q1 CY2019 (pre-COVID) ridership showed AM peak ridership as having the largest percentage of decline to 38% in 2021 Q1 and least percentage of recovery to 70% by Q1 2024. Similar patterns were seen in the early AM (4 am to 6 am) with a decline to 45% and recovery to 73%. 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 Q1 CY2021, recovery to 87% in Q1 CY2024), late evening 10 pm to 12 am (decline to 52%, recovery to 90%) and most of all, the overnight Owl period (decline to 58%, recovery to 92%) 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 – Q1 CY2019 – Q1 CY2024

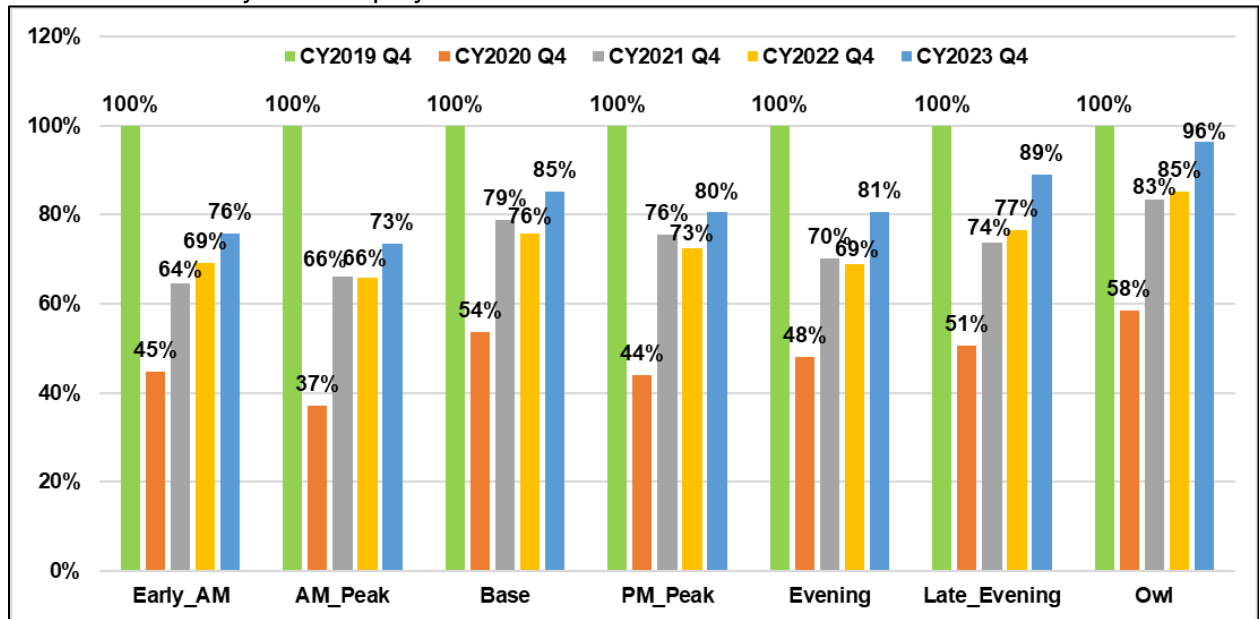
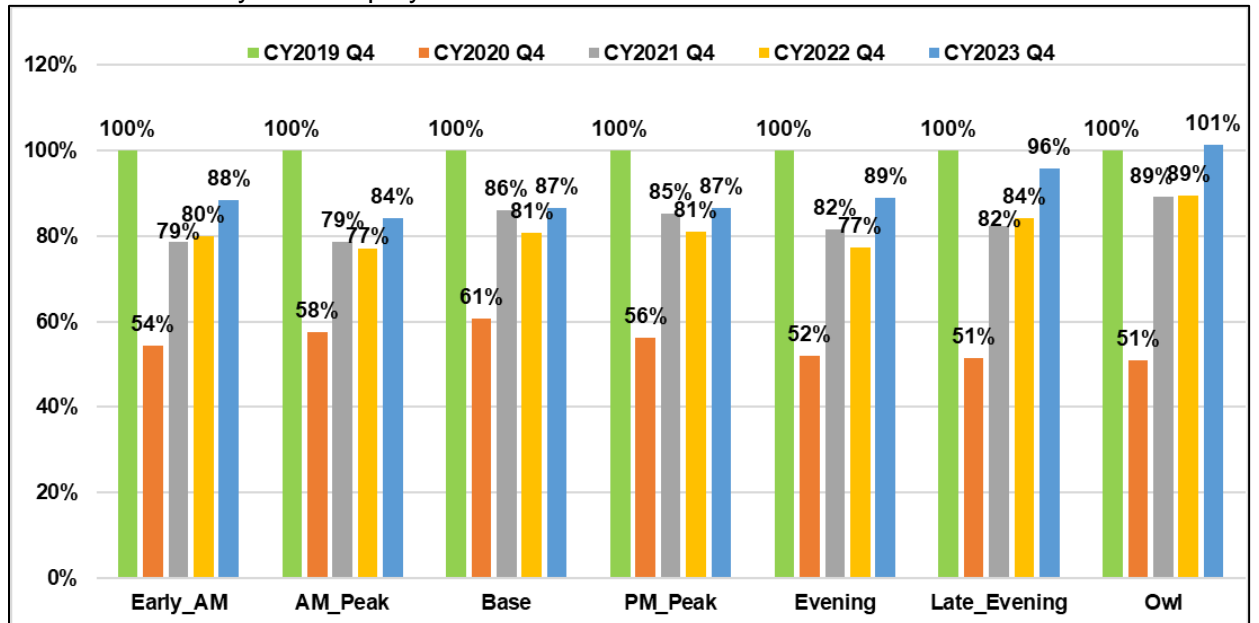
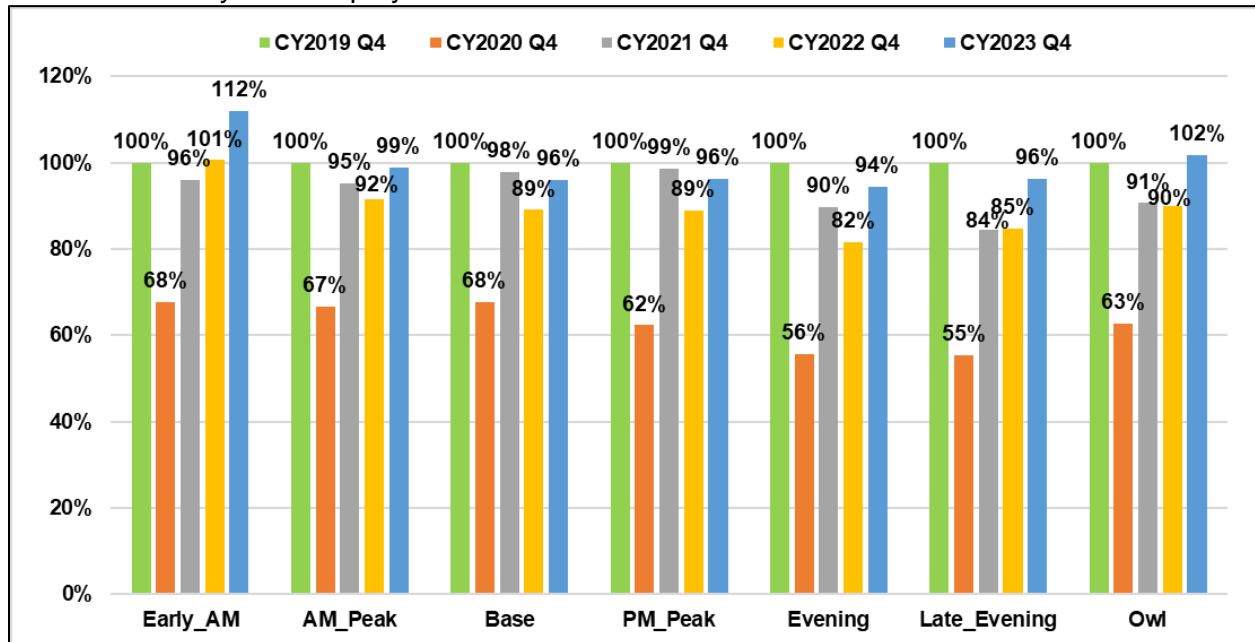


Chart 15: Saturday Ridership by Time Period – Q1 CY2019 – Q1 CY2024



Most notable about Saturday ridership was that base 9 am to 3 pm ridership declined the least to 66% in Q1 CY 2021 compared to Q1 CY2019 (pre-COVID) with early AM, AM peak, PM peak, evening, late evening, and Owl periods all declining more significantly (to 53%, 60%, 61%, 57%, 55% and 57% respectively). These time periods have seen similar recovery rates between 84% and 91%, except late evening and Owl periods which showed recovery rates of 96% and 97% respectively in Q1 CY2024, 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 – Q1 CY2019 – Q1 CY2024



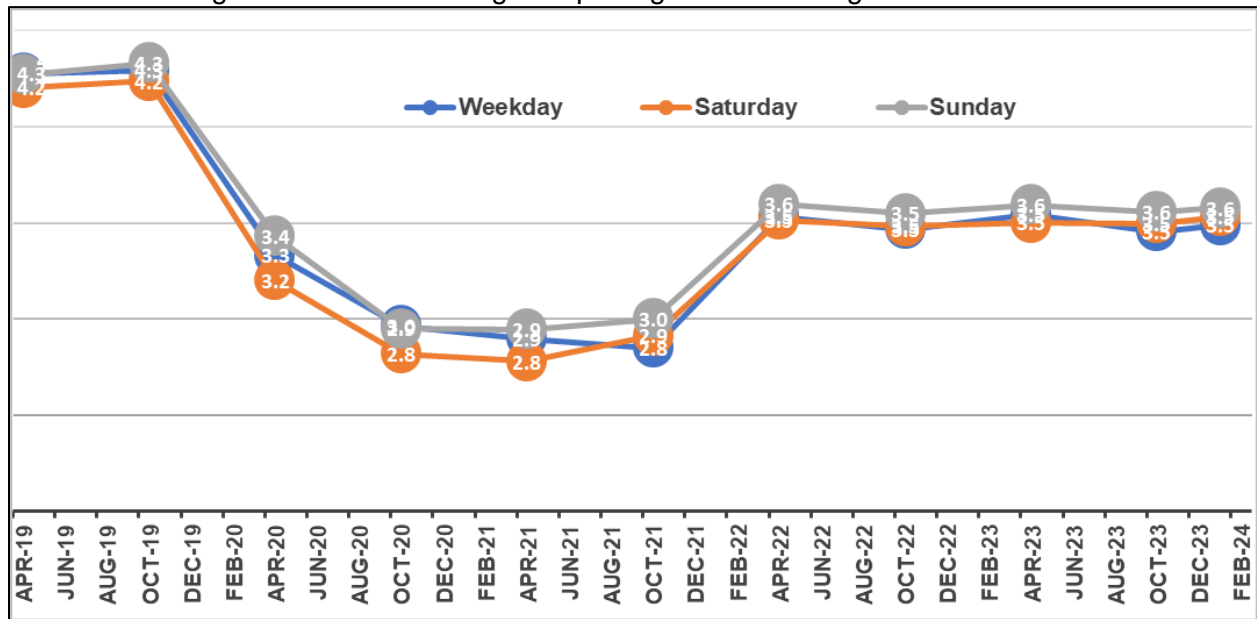
For Sunday ridership, the early AM, evening, and late evening periods saw the greatest declines (to 59-61% in Q1 CY2021), with the AM peak and Owl periods next most impacted (64% in Q1 CY2021), and base and PM peak periods the least impacted (67% in Q1 CY2021) compared to Q1 CY 2019 (pre-COVID). This suggests riders in these time periods were more reliant on transit for essential trips to jobs and services. The pattern of decline here is similar to Saturdays where the base and PM peak periods were the most resilient. By Q1 CY2024, the largest ridership recovery on Sunday was during the early AM at 106%, while other time periods all showed recovery of between 92% (AM Peak) and 95% (Owl) compared to Q1 CY2019 levels.

### **Average Passenger Trip Length**

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

shows the average passenger trip length for two points in each year from 2019 through 2024.

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



**Ridership by Line and Line Group**

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

The overall system ridership recovery rate in Q1 CY2024 was 83.7% for weekdays, 94.0% for Saturday, and 98.3% for Sunday when compared to May 2019 as a pre-COVID baseline. There were 12 weekday, 26 Saturday, and 34 Sunday lines/line groups exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2024.

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

Table 1: Ridership Recovery Distribution, Q1 CY2024 versus Q1 CY2019

<b>Average % Ridership Recovery Q1 CY2024 versus Q1 CY2019</b>	<b>Number of Weekday Lines/Line Groups</b>	<b>Number of Saturday Lines/Line Groups</b>	<b>Number of Sunday Lines/Line Groups</b>
>= 140.0%	0	4	2
130.0 – 139.9%	0	0	3
120.0 – 129.9%	1	4	8
110.0 – 119.9%	2	6	6
100.0 – 109.9%	9	12	15
90.0 - 99.9%	23	21	19
80.0 - 89.9%	16	12	9
70.0 - 79.9%	14	10	11
60.0 - 69.9%	10	4	0
50.0 - 59.9%	4	1	0
40.0 - 49.0%	2	0	0
30.0 - 39.9%	1	1	1
<b>Total Lines/Line Groups</b>	<b>82</b>	<b>75</b>	<b>74</b>

**Service Reliability**

Q1 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID levels of cancellations in Q1 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. As of Q1 CY2024, operator numbers were about 1-2% below full requirement with 20% extra board after reaching full operator staffing as of August 2023. This decline was due to an increase in operator requirements as of December 2023 service change together with some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators, in order to restore full staffing. Service cancellations should not be a major factor hampering further ridership recovery.

**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 83.7% recovered: 19-Tier 1, 12-Tier 2, 6-Tier 3, and 7-Tier 4 lines/line groups had above average ridership recovery.

- The high number of Tier 1 and Tier 2 lines with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over the system average 94.0% recovered with a mix of 14-Tier 1, 11-Tier 2, 7-Tier 3, and 6-Tier 4 lines/line groups.
- Sunday lines that were over the system average 98.3% recovered were a mix of

14-Tier 1, 11-Tier 2, 6-Tier 3, and 6-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 116.0% for Line 66 serving E Olympic/W 8<sup>th</sup> St (this line also had strong recovery on Saturdays at 105.2%, and Sundays at 124.6% ridership). Fourteen other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 108.5% weekday, 123.8% Saturday, 109.5% Sunday.
- Central Av Line 53: 99.3% weekday, 102.0% Saturday, 119.7% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 98.8% weekday, 116.6% Saturday, 123.3% Sunday.
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 97.8% weekday, 94.6% Saturday, 101.1% Sunday 108.9%
- Wilshire BI/Whitter BI group based on Lines 18, 20, 720: 96.0% weekday, 97.3% Saturday, 105.6% Sunday
- Slauson Av Line 108: 95.9% weekday, 96.3% Saturday, 111.6% Sunday
- Florence Av Line 111: 94.2% weekday, 90.9% Saturday, 89.4% Sunday
- Santa Monica BI Line 4: 93.7% weekday, 100.3% Saturday, 104.0% Sunday
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 93.7% weekday, 117.9% Saturday, 121.2% Sunday
- Soto St Line 251: 92.8% weekday, 96.1% Saturday, 99.0% Sunday.
- Vernon/La Cienega Line 105: 92.0% weekday, 98.2% Saturday, 104.5% Sunday
- Western Av Line 207: 90.8% weekday, 100.2% Saturday, 102.6% Sunday
- Venice BI Line 33: 90.3% weekday, 90.1% Saturday, 91.5% Sunday
- Huntington/Las Tunas group of Lines 78, 179: 90.3% weekday, 95.8% Saturday, 96.4% Sunday

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

- Line 66 trips serve Commerce Center and are one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park.



- Line 761 now provides all-day, all-week Rapid service on Van Nuys BI in addition to frequent Local Line 233.
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there).
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities.
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266.
- New bus lanes on Venice BI Line 33.

An additional 4 NextGen Tier 1 lines or line groups met or exceeded system average weekday ridership recovery weekdays of 83.7%, serving key corridors of Hawthorne BI/MLK BI (Line 40), Ventura /Reseda group (Lines 150, 240, 244), La Brea Av (Line 212) and Garvey/Cesar Chavez (Line 70).

There were ten Tier 1 lines/line groups with below system average ridership recovery. Most notable among this group is the G Line (Orange) BRT service at just 60.1% recovered weekdays, down from 63.2% in Q4 CY2023. The G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of weekday discretionary riders may be significantly impacting the recovery of this BRT lines that had higher levels of discretionary riders pre-COVID, though this again opens the opportunity for promotion to build new markets.

- Vermont Rapid Line 754 had only 65.7% recovery weekdays (slightly higher than 64.6% reported for Q4 2023). It experienced very high cancellations in 2022 and to some extent, the line still sees higher cancellations than many other lines, so it may take some time to rebuild the market now that riders can depend on it. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 108.5% (also improved from 103.5% in Q4 CY2023) so the corridor overall is recovering. The same low ridership recovery pattern for Line 754 held for Saturdays with 65.8% recovery and Sundays 76.3%, compared to Line 204 recovery rates of 123.8% Saturdays and 109.5% Sundays. The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends).
- Other Tier 1 lines that had significant NextGen route changes include Line 28 on W Olympic BI – 69.0% (up from 67.9%) recovered weekday, 77.0% Saturday, 79.6% Sunday) and Line 30 serving Pico BI – 74.5% (up from 73.6%) recovered weekday, 71.8% Saturday, 79.5% Sunday); 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 (71.3% weekday (down from 78.0%), 71.6% Saturday, 88.3% Sunday), though it may also partially relate to loss of Rapid service on this corridor.

- Line 210 on Crenshaw with 78.2% (down from 81.5%) recovery weekday (91.3% Saturday, 101.1% 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 the area west of Westlake/MacArthur Park, where Line 51 was removed from, with Line 51 recovery at a low 78.1% (up slightly from 77.1%) weekday (77.6% Saturday, 80.8% Sunday). Line 51 is heavily focused on Downtown LA.
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 80.0% (up from 78.3%) recovery weekday (86.4% Saturday, 92.5% Sunday), with Line 4 (93.7% recovered weekday, 100.3% Saturday, 104.0% 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 lines is likely being impacted by post-pandemic downtown LA economic recovery.
- Line group of Lines 180 and 217 serving Pasadena, Glendale, Hollywood and Hollywood-Fairfax has recovered 81.9% weekdays, 90.7% Saturdays, and 95.2% Sundays.
- Line 60 on Long Beach BI between downtown LA and Compton is 79.4% recovered weekdays, 79.6% Saturday, and 85.4% Sunday, with this line being heavily focused on downtown LA.

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 93.7% on Santa Monica BI to a low of 69.0% on W Olympic. The Crenshaw, W Olympic, Long Beach BI, and Broadway corridors where Rapid lines were replaced by high frequency local bus have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

### **NextGen Tier 2 Lines**

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 continue to respond 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 also performed strongly, suggesting the

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

- Sherman Way Line 162: 108.7% weekday, 127.1% Saturday, 127.9% Sunday
- Nordhoff St Line 166: 102.1% weekday, 124.8% Saturday, 131.6% Sunday
- Vanowen St Line 165: 102.0% weekday, 118.1% Saturday, 127.9% Sunday
- Victory Bl Line 164: 99.7% weekday, 90.7% Saturday, 98.6% Sunday
- Roscoe Bl Line 152: 92.4% weekday, 108.8% Saturday, 116.6% Sunday

Roscoe Bl weekday recovery was notably lower, 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 – 102.1% recovery weekdays, 166.6% Saturday, 133.4% Sunday) linking Boyle Heights high EFC area to key medical centers benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service).
- Line 55 (Compton Av – 99.1% recovery weekdays, 97.0% Saturday, 104.6% Sunday) between Willowbrook and downtown LA, through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery. Extra peak weekday trips were added to this line in December 2023 service change in response to strong ridership.
- 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 97.8% 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 101.4% recovery with 12-minute frequency in place of the previous 18-minute, though Sunday was lower at 94.1% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.
- Lines 110 (Gage Av – 95.4% recovery weekdays, 94.7% Saturday, 108.2% Sunday) and 117 (Century Bl – 93.9% recovery weekdays, 96.0% Saturday, 98.9% 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 have also recovered strongly on weekends even without significant frequency improvements.
- Two other Tier 2 lines, Line 94 (San Fernando Rd North Hollywood) and Line 206 (Normandie Av) had slightly below average weekday recovery rates at 81.6% and 79.3% respectively, while Line 260 (Atlantic Bl) had weekday recovery rate still slightly above average at 84.6%. 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 109.2% Saturday and 111.5% 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 at 92.8% Saturday and 97.8% 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 88.4% Saturday and 90.6% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 has seen relatively higher cancellation rates which may be negatively impacting ridership recovery.
- Line 224 (Lankershim BI) in Q1 CY2024 exceeded system average weekday ridership recovery rate at 85.1% (up from 82.2% in Q4 CY2023). Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 109.0% Saturday and 115.4% 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.
- Two other Tier 2 lines were below the system average: Lines 81 (Figueroa St) with 77.4% recovery and Line 115 (Manchester-Firestone) with 80.9% recovery weekdays.
  - Line 81 serves Downtown LA from both Northeast LA and South LA and was part of a 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. Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 90.3% and Sunday at 92.0%.
  - 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.

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

- Line 76 on Valley Bl: 70.5% weekday, 70.6% Saturday, 76.6% Sunday
- Line 14/37 on Beverly Bl/W Adams: 68.7% weekday, 87.2% Saturday, 88.9% Sunday
- Line 35/38 Washington Bl/W Jefferson: 66.5% weekday, 68.1% Saturday, 73.4% Sunday
- Line 10/48 Melrose Av/Main-San Pedro: 63.3% weekdays, Saturday 64.7%, Sunday 70.9%

The common aspect of these lines is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While these lines recovery rates have generally improved since Q4 CY2024, there may be marketing opportunities.

### **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 (121.1% recovery weekdays (highest of all bus line/line groups), 111.8% Saturday, 122.4% 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 (112.3% recovery weekdays, 113.6% Saturday, 125.8% Sunday) recovery is likely due to improvement to 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (105.7% recovery weekdays, 110.4% Saturday, 125.8% Sunday), similar to Line 266 above, is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 104.9% recovery weekdays and 140.2% Saturdays (service was newly added Sundays). These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.

- Line 92 between downtown LA and Sylmar via Glenoaks BI (102.0% recovery weekday, 103.5% Saturday, 105.6% Sunday) is likely benefitting from now serving as the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Line 344 Rancho Palos Verdes service (101.9% recovery weekday, 95.2% Saturday, 94.7% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Line 128 serving Alondra BI through the Gateway Cities showed 98.4% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 98.0% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.
- Express Line 577 between El Monte Station and Long Beach VA (95.5% 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).
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (92.8% recovery weekdays, 97.1% Saturday, 94.2% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.
- Line 120 on Imperial Highway with 87.7% recovery weekday, 98.3% Saturday, and 102.6% Sunday, without any route or frequency changes
- Line 611 Huntington Park Shuttle (85.2% recovery weekdays, 106.7% Saturday, 103.1% Sunday) continues to run hourly, so appears to be a more general recovery not attributable to a NextGen change.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 84.2% weekdays, 86.0% Saturday, 96.0% 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. This line has a focus on downtown LA and has improved recovery all day types this quarter.

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

- Line 601 Warner Center Shuttle (31.9% recovery weekdays, 36.8% Saturday, 34.1% Sunday) operates in a western San Fernando Valley office park with a

largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and weekends.

- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) has also seen a low ridership recovery (48.6%, down from 57.3% in Q4 CY2023, only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL has also 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 169 on Saticoy St in San Fernando Valley with 82.5% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
- San Pedro group of Lines 205, 246, and 550, with 81.9% recovery weekday, 89.9% Saturday, and 97.2% Sunday, all slight reductions from Q4 CY2023. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 80.3% weekday, but 153.0% Saturday, and 156.1% Sunday. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more telecommuting weekdays. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a low 79.8% recovery weekdays (up from 75.0% in Q4 CY2023), likely related to increasing worker and student travel to CSULA. It had 143.7% recovery Saturday, and 162.4% Sunday, with weekend ridership results due to the expanded span of service Sunday mornings.
- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 76.7% recovery weekdays, 82.8% Saturday, and 86.4% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 134 (Santa Monica – Malibu) with 75.9% recovery (up from 69.3% in Q4 CY2023) weekdays, 80.7% Saturday, and 103.1% Sunday, so much higher recovery on Sunday for this line along the coast, and improved weekday recovery likely due to more workers going to jobs in Malibu.
- Line 62 (Telegraph Rd) with 74.0% recovery weekday (down slightly from Q4 CY2023), 77.0% Saturday, and 79.4% 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 265 (Paramount Bl) with 73.0% recovery weekdays, 69.1% Saturday, 83.0% Sunday. This is a low-frequency hourly line planned for NextGen frequency improvement (40-45 minute weekdays) in June 2024.
- Line 161 (Canoga Station – Thousand Oaks) with 70.9% (up from 65.8% in Q4 CY2023) recovery weekdays, 88.3% Saturday, and again a high 117.9% Sunday recovery rate. Improved recovery on all day types.
- Line 158 (Plummer/Woodman) with 67.9% recovery weekdays, with higher recovery of 80.0% Saturday, 86.9% Sunday. Slight improvements for weekday and Saturday recovery with new short line to provide 30-minute instead of hourly service weekdays to be introduced in June 2024.
- Line 218 (Studio City – Beverly Hills) with 66.9% (up from 61.4% in Q4 CY2023) recovery weekday, 75.2% Saturday, 77.5% Sunday. Limited by hourly type frequency.
- Line 167 (Devonshire-Coldwater Canyon) with 65.4% (slightly up from 62.9% in Q4 CY2023) recovery weekdays, but higher recovery of 86.9% Saturday, 87.8% Sunday, so more significant recovery rate improvement weekend. Limited by hourly type frequency.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 64.5% recovery weekdays (decline from 69.6% in Q4 CY2023), but much higher and increased weekend recovery at 121.6% Saturday, 135.7% Sunday. This may relate to more telecommuting of Westwood area office workers weekdays and increased weekend leisure trips.
- Line 102 (La Tijera-Exposition Bl) with 58.9% recovery weekdays (up from 55.3% in Q4 CY2023), 74.4% Saturday, 70.8% Sunday, is low likely due to the hourly service level now offered.
- Line 96 (Riverside Dr) with 53.3% recovery weekdays, 58.0% Saturday, 71.3% Sunday, is consistently low and weekends declined slightly. This line was cut back to the north end of downtown LA near Union Station.
- Lines 211/215 (Inglewood Av/Prairie Av) at 51.9% recovery (down from 57.8% in Q4 CY2023) only offers peak-hour weekday service. Other than some well-used trips of school student ridership, this line has some very low usage trips that will be discontinued.
- Line 209 (Van Ness Av) with 45.0% recovery (up slightly from 43.0% in Q4 CY2023) only runs weekdays, has hourly frequency, and was significantly shortened. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs. Limited by hourly frequency and lack of key destinations.



### Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area went through significant restructuring. The area also now has one of Metro's busiest Micro Transit zones which replaced some fixed route service such as lines through Sierra Madre. The recovery rate here is a low 58.1% overall weekdays (down slightly from 60.2% in Q4 CY2023), but above average and much higher 104.2% Saturday, and 105.2% for Sunday (weekend recovery rates increased). This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery, though they were increased in frequency in December 2023, and the truncation of part of Line 487 through Sierra Madre in conjunction with the Metro Micro launch. Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl will be restored in the June 2024 service change, and Lines 267 and 686 will be merged into new Line 267 with 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery.

### **Bus Speed and Reliability:**

As part of the NextGen Bus Plan, almost 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as on Roscoe Bl and Florence Av plus expanded transit signal priority and all door boarding programs during FY2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2024

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2024)	Avg Weekday Boardings 2024 Q1	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Balboa BI	236	1,461	235/236	1,770	121.1%	53.9	81.2	150.6%	27.1	21.8	80.4%
E Olympic BI/W 8th St	066	10,595	066	12,289	116.0%	187.7	272.6	145.2%	56.4	45.1	79.9%
Rosemead BI	266	4,529	266	5,088	112.3%	129.4	191.9	148.3%	35.0	26.5	75.8%
Sherman Way	163	8,511	162	9,247	108.6%	199.8	246.1	123.2%	42.6	37.6	88.2%
Vermont Av Local	204	19,838	204	21,519	108.5%	274.9	334.7	121.8%	72.2	64.3	89.1%
Rosecrans Av	125	4,516	125	4,774	105.7%	142.7	178.1	124.8%	31.6	26.8	84.7%
Tampa Av & Winnetka Av	243	1,498	242	1,571	104.9%	52.9	63.6	120.2%	28.3	24.7	87.2%
LAC USC Medical Center Shuttle	605	2,101	605	2,146	102.1%	54.9	64.6	117.7%	38.3	33.2	86.8%
Nordhoff St	166	5,401	166	5,516	102.1%	148.8	150.1	100.9%	36.3	36.7	101.2%
Downtown LA - Glenoaks BI - Sylmar	092	5,291	092	5,397	102.0%	185.8	237.2	127.7%	28.5	22.8	79.9%
Vanowen St	165	7,485	165	7,631	102.0%	189.5	221.4	116.8%	39.5	34.5	87.3%
Hawthorne BI, Rancho Palos Verdes	344	1,365	344	1,391	101.9%	63.6	63.3	99.5%	21.5	22.0	102.4%
Victory BI	164	5,693	164	5,674	99.7%	167.3	204.4	122.2%	34.0	27.8	81.6%
Central Av	053	11,158	053	11,075	99.3%	237.0	291.3	122.9%	47.1	38.0	80.8%
Compton AV	055	6,930	055	6,871	99.1%	176.2	199.7	113.3%	39.3	34.4	87.5%
Van Nuys BI Local	233	10,778	233	12,270	98.8%	703.3	789	112.2%	39.2	34.5	88.1%
Van Nuys BI - Westside Rapid (788); new Van Nuys BI Westside Rapid (761)	788	1,827	761	6,756							
Sepulveda BI Local	234	5,034	234	8,183							
Sepulveda BI - Westside Rapid	734	5,856									
Reseda/Ventura/Van Nuys Rapid	744	4,042									
Alondra BI	128	1,010	128	994	98.4%	47.8	43.6	91.2%	21.1	22.8	107.9%
Willowbrook Av	202	252	202	247	98.0%	19.2	27.9	145.3%	13.1	8.9	67.5%
3 <sup>rd</sup> St	016	20,130	016	18,991	97.8%	426.1	486.1	114.1%	47.2	40.5	85.7%
Robertson BI - Beverwil Dr			617	688							
Hoover St	603	6,875	603	7,654	97.8%	225.8	235	104.1%	34.7	32.6	94.0%
Silver Lake	201	951									
Whitter BI W 6th St	018	17,210	018	19,819	96.0%	1180.5	1275.3	108.0%	48.8	43.4	88.8%
Wilshire BI Local	020	12,486	020	8,741							
Wilshire BI Rapid	720	27,951	720	26,755							

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2024)	Avg Weekday Boardings 2024 Q1	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/RSH 2019	Productivity Boardings/RSH 2024	Productivity % 2024 over 2019
Slauson Av	108	14,485	108	13,886	95.9%	331.9	376.3	113.4%	43.6	36.9	84.6%
El Monte - Long Beach VA Express	577	867	577	828	95.5%	66.1	79.3	120.0%	13.1	10.4	79.6%
Gage Av	110	7,811	110	7,454	95.4%	205.3	227.3	110.7%	38.0	32.8	86.2%
Florence Av	111	14,585	111	13,741	94.2%	282.1	347.9	123.3%	51.7	39.5	76.4%
Century BI	117	8,416	117	7,899	93.9%	222.5	233.9	105.1%	37.8	33.8	89.3%
Santa Monica BI Local	004	14,154	004	22,491	93.7%	642.1	633.4	98.6%	37.4	35.5	94.9%
Santa Monica BI Rapid	704	9,860									
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	15,749	910/950	14,760	93.7%	427.5	389.6	91.1%	36.8	37.9	102.8%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	4,493	232	4,168	92.8%	188.8	197.2	104.4%	23.8	21.1	88.8%
Soto St	251	8,195	251	13,724	92.8%	337.2	359		43.9	38.2	87.1%
Soto St - Griffin Av	252	2,093									
Soto St Rapid	751	4,506									
Roscoe BI	152	10,149	152	9,381	92.4%	225.7	231.6	102.6%	45.0	40.5	90.1%
Vernon Av, La Cienega BI	105	10,563	105	14,865	92.0%	356.1	348.5	97.9%	45.4	42.7	94.0%
Vernon Av, La Cienega BI Rapid	705	5,598									
Western Av Local	207	15,589	207	24,491	90.8%	425.2	440.2	103.5%	63.4	55.6	87.7%
Western Av Rapid	757	11,373									
Venice BI Local	033	9,969	033	15,926	90.3%	494.3	500.7	101.3%	35.7	31.8	89.2%
Venice BI Rapid	733	7,664									
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	8,399	078	6,574	90.3%	364.1	314	86.2%	23.1	24.1	104.7%
Rose Hill - Arcadia via Huntington Dr			179	1,009							
Ventura BI Local	150	7,965	150	2,952	88.1%	517.3	518.5	1.00232	33.1	29.1	87.9%
Reseda BI/Ventura BI Local			240	10,463							
Topanga Canyon BI (245); De Soto Av (244)	245	2,523	244	1,673							
Reseda/Ventura/Van Nuys Rapid	744	4,042									
Ventura BI Rapid	750	2,587									
Imperial Hwy	120	3,489	120	3,060	87.7%	137.6	131.9	95.9%	25.4	23.2	91.5%
MLK - Hawthorne BI	040	13,630	040	13,854	87.4%	415.6	440.2	105.9%	38.1	31.5	82.5%
Hawthorne BI Rapid	740	2,225									

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2024)	Avg Weekday Boardings 2024 Q1	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Huntington Park Shuttle	611	1,490	611	1,269	85.2%	55.8	50.1	89.8%	26.7	25.3	94.9%
Downtown LA - Foothill BI	090	6,596	090	5,583	85.1%	579.5	627.6	108.3%	29.8	24.1	80.8%
Hollywood Way	222	1,272	222	1,036							
Lankershim BI	224	6,574	224	6,024							
Whiteoak Av, Woodley Av	237	1,920	237	1,481							
Whiteoak Av	239	900									
Foothill BI			690	984							
La Brea Av	212	11,046	212	9,363	84.8%	240.2	300.1	124.9%	46.0	31.2	67.8%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,203	260	10,029	84.6%	379.6	329.3	86.7%	33.6	32.8	97.5%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,551	660	757							
Downtown LA - Norwalk - Disneyland	460	4,554	460	3,835	84.2%	219.4	178.5	81.4%	20.8	21.5	103.5%
Montebello - Downtown LA via Cesar Chavez Av	068	4,780			83.7%	582.3	595.3	102.2%	38.6	31.6	81.9%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	9,417									
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	071	1,533	070	15,064							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	409	106	3,761							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,355									
Saticoy St	169	2,137	169	1,764	82.5%	87.0	80	92.0%	24.6	22.1	89.8%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,413	205	2,744	82.0%	289.8	291.4	100.6%	24.9	20.3	81.5%
San Pedro - Harbor Gateway Transit Center - USC	550	1,336	550	343							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,460	246	2,823							
Hollywood - Pasadena	180	7,877	180	8,853	81.9%	594.4	583.9	98.2%	35.3	29.4	83.4%
Hollywood BI Fairfax BI	217	5,942	217	8,340							
Hollywood/Fairfax - Pasadena Rapid	780	7,171									
Downtown LA - San Fernando Rd - North Hollywood	094	4,112	094	6,589	81.6%	454.0	404.8	89.2%	25.4	23.2	91.5%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,775	294	1,307							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,552									

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2024)	Avg Weekday Boardings 2024 Q1	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Burbank BI Oxnard St	154	761	154	508							
Riverside Dr	155	1,318	155	993							
Manchester Av - Firestone BI	115	13,826	115	11,179	80.9%	301.9	291.8	96.7%	45.8	38.3	83.7%
North Hollywood - Pasadena Express	501	1,413	501	1,135	80.3%	93.0	83.7	90.0%	15.2	13.6	89.3%
Sunset BI (became Sunset BI - Alvarado St)	002	11,384	002	17,743							
Alvarado St	200	10,808			80.0%	496.5	472.4	95.1%	44.7	37.6	84.0%
CSULA - City Terrace Shuttle	665	638	665	509	79.8%	27.1	34.9	128.8%	23.5	14.6	61.9%
Downtown LA - Artesia via Long Beach BI	060	13,498	060	14,110							
Long Beach BI Rapid	760	4,275			79.4%	419.8	426.8	101.7%	42.3	33.1	78.1%
Normandie Av	206	10,981	206	8,710	79.3%	189.9	202.6	106.7%	57.8	43.0	74.3%
Crenshaw BI Local	210	9,971	210	12,724							
Crenshaw BI Rapid	710	6,297			78.2%	376.6	347.2	92.2%	43.2	36.6	84.8%
Avalon BI, W 7th St	051	22,961	051	17,926	78.1%	415.0	429.6	103.5%	55.3	41.7	75.4%
Figueroa St	081	12,928	081	9,733							
Downtown LA - Eagle Rock via York BI	083	2,344			77.4%	415.2	353.3	85.1%	38.4	34.9	90.9%
Silver Lake - East Hollywood	175	659	182	2,596							
Laurel Canyon BI	230	3,937	230	3,020	76.7%	100.3	93.1	92.8%	39.3	32.4	82.6%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,459	134	1,108	75.9%	80.4	59.9	74.5%	18.1	18.5	101.9%
Pico BI	030	11,537	030	8,592	74.5%	297.8	231.6	77.8%	38.7	37.1	95.8%
Telegraph Rd	062	3,984	062	2,950	74.0%	159.4	127.5	80.0%	25.0	23.1	92.6%
Paramount BI	265	1,365	265	997	73.0%	51.6	47.1	91.3%	26.5	21.2	80.0%
Broadway Local	045	13,682	045	12,828							
Broadway Rapid	745	6,084			71.3%	475.5	414.3	87.1%	43.3	35.4	81.8%
Compton BI, Somerset BI	127	816	127	1,837							
Canoga Station - Thousand Oaks	161	1,079	161	765	70.9%	55.7	49.2	88.3%	19.4	15.5	80.3%
Valley BI	076	8,141	076	5,740	70.5%	212.4	214.9	101.2%	38.3	26.7	69.7%
Olympic BI Local	028	8,463	028	9,604							
Olympic BI Rapid	728	5,450			69.0%	401.1	309	77.0%	34.7	31.1	89.6%
Beverly BI - W Adams BI	014/037	16,212	014/037	11,137	68.7%	382.5	277	72.4%	42.4	40.2	94.9%
Plummer St, Woodman Av	158	1,931	158	1,312	67.9%	58.5	49.9	85.3%	33.0	26.3	79.7%
Manhattan Beach BI	218	860	218	575	66.9%	50.0	34.3	68.6%	17.2	16.8	97.5%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2024)	Avg Weekday Boardings 2024 Q1	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Washington BI/W Jefferson BI	035/038	7,653	035/038	5,093	66.5%	209.5	152	72.6%	36.5	33.5	91.7%
Vermont Av Rapid	754	19,700	754	12,948	65.7%	238.9	231.7	97.0%	82.5	55.9	67.8%
Coldwater Canyon Av - Devonshire St	167	2,090	167	1,366	65.4%	89.8	69.5	77.4%	23.3	19.7	84.4%
Westwood - Pacific Palisades	602	1,847	602	1,192	64.5%	76.9	54.5	70.9%	24.0	21.9	91.1%
Melrose Av/Main St/San Pedro St	010/048	11,124	010/048	7,042	63.3%	284.3	216.2	76.0%	39.1	32.6	83.2%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,958	901	13,290	60.5%	345.6	296.9	85.9%	63.5	44.8	70.5%
La Tijera BI, Exposition BI	102	2,333	102	1,374	58.9%	90.1	68.6	76.1%	25.9	20.0	77.4%
Pasadena - Highland Park - Eastern Av	256	1,400	256	558	58.1%	675.1	497.4	73.7%	21.3	16.8	78.9%
Fremont Av - Eastern Av - Garfield Av	258	2,508	258	2,089							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,762	267	1,261							
El Monte - Pasadena via Baldwin Av	268	1,666	268	645							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,451	287	948							
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,359							
Los Robles Av (687); Allen Av (686)	687	1,186	686	222							
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,412	487/489	1,280							
Riverside Dr	096	1,263	096	673	53.3%	85.7	47.6	55.5%	14.7	14.1	95.9%
Prairie Av/Inglewood Av	211/215	576	211/215	299	51.9%	33.8	27	79.9%	17.0	11.1	65.0%
Caltech - Pasadena - Jet Propulsion Laboratory	177	442	177	215	48.6%	15.5	16.1	103.9%	28.5	13.4	46.8%
Van Ness Av/Arlington Av	209	773	209	348	45.0%	44.0	31.4	71.4%	17.6	11.1	63.1%
Warner Center Shuttle	601	1,164	601	371	31.9%	73.9	37.1	50.2%	15.8	10.0	63.5%
Manhattan Beach BI	126	174			Discontinued	13.8	N/A	N/A	12.6	N/A	N/A
Artesia BI	130	2,355			Transferred to Municipal Agencies	106.6	N/A	N/A	22.1	N/A	N/A
Boyle Av	254	337			Discontinued	37.5	N/A	N/A	9.0	N/A	N/A
Manchester Av Express	442	171			Discontinued	10.3	N/A	N/A	16.6	N/A	N/A
Windsor Hills - Inglewood	607	55			Discontinued	9.2	N/A	N/A	6.0	N/A	N/A
South Gate Shuttle	612	1,088			Replaced with Micro	53.6	N/A	N/A	20.3	N/A	N/A

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2024)	Avg Weekday Boardings 2024 Q1	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
LAX C Line Shuttle	625	320			Replaced with Micro	18.7	N/A	N/A	17.1	N/A	N/A
Glassell Park - Glendale College	685	481			Replaced with Micro	29.7	N/A	N/A	16.2	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2024

Line Description	Line (2019)	Avg Saturday Boardings Q1-2019	Line (2024)	Avg Saturday Boardings Q1-2024	Saturday Ridership Recovery 2024 versus 2019	Saturday RSH 2019	Saturday RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
LAC USC Medical Center Shuttle	605	695	605	1,158	166.6%	27.1	49.6	183.0%	25.6	23.3	91%
North Hollywood - Pasadena Express	501	466	501	713	153.0%	31.4	60.2	191.7%	14.8	11.8	80%
CSULA - City Terrace Shuttle	665	190	665	273	143.7%	13.7	30.2	220.4%	13.9	9.0	65%
Tampa Av & Winnetka Av	243	624	242	875	140.2%	40.5	55	135.8%	15.4	15.9	103%
Sherman Way	163	4,658	162	5,919	127.1%	110.8	172.3	155.5%	42.0	34.4	82%
Nordhoff St	166	2,250	166	2,807	124.8%	74.2	79.9	107.7%	30.3	35.1	116%
Vermont Av Local	204	13,422	204	16,623	123.8%	204.1	259.9	127.3%	65.8	64.0	97%
Westwood - Pacific Palisades	602	536	602	652	121.6%	50.9	50	98.2%	10.5	13.0	124%
Vanowen St	165	3,406	165	4,021	118.1%	90.2	111.9	124.1%	37.8	35.9	95%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,428	910/950	7,576	117.9%	201.6	202.5	100.4%	31.9	37.4	117%
Van Nuys BI Local	233	8,019	233	8,739	116.6%	164	220.2	141.5%	39.5	32.5	82%
Sepulveda BI Local	234	5,704	234	5,089		182.2	179.1				
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,309	761	3,696		34.6	139.6				
Rosemead BI	266	2,951	266	3,353	113.6%	93.7	126.5	135.0%	31.5	26.5	84%
Balboa BI	236	550	236	615	111.8%	25.8	45.5	176.4%	21.3	13.5	63%
Rosecrans Av	125	2,331	125	2,573	110.4%	101.4	106.9	105.4%	23.0	24.1	105%
Downtown LA - San Fernando Rd - North Hollywood	094	4,955	094	4,766	109.2%	183.6	167.5	163.8%	24.5	16.4	67%
Riverside Dr	155	775	155	792		46.1	61.9				
Burbank BI Oxnard St			154	371		0	35.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	601				28.3	78.7				
Burbank - Sylmar San Fernando Rd			294	986		0	78.7				
Downtown LA - Foothill BI	090	3,276	090	3,506	109.0%	126.5	144.9	136.7%	24.8	19.8	80%
Hollywood Way	222	705	222	632		52.9	56.8				
Lankershim BI	224	3,877	224	3,823		107.1	156.6				
Whiteoak Av, Woodley Av	237	740	237	900		60.3	68.7				
Foothill BI			690	508		0	47.1				
Roscoe BI	152	5,528	152	6,013	108.8%	137.4	170.4	124.0%	40.2	35.3	88%

RSH = Revenue Service Hours



Line Description	Line (2019)	Avg Saturday Boardings Q1-2019	Line (2024)	Avg Saturday Boardings Q1-2024	Saturday Ridership Recovery 2024 versus 2019	Saturday RSH 2019	Saturday RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Huntington Park Shuttle	611	838	611	894	106.7%	49.9	50.2	100.6%	16.8	17.8	106%
E. Olympic Bl/W. 8th St.	066	8,121	066	8,540	105.2%	178.4	188.8	105.8%	45.5	45.2	99%
Pasadena - Highland Park - Eastern Av	256	691	256	434	104.2%	59	46.9	104.0%	14.3	14.4	100%
Fremont Av - Eastern Av - Garfield Av			258	881		0	55.9				
El Monte - Pasadena via Temple City Bl and Del Mar Bl	267	1,131	267	486		67.5	27.3				
El Monte - Pasadena via Baldwin Av	268	910	268	433		55.3	29.3				
Arcadia - Santa Anita Av - El Monte			287	272		0	16.8				
Downtown LA - San Gabriel Bl	487	985	487	458		72.4	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,359		0	75.3				
Los Robles Av (687); Allen Av (686)	687	576	686	152		45.1	15.6				
Downtown LA - Glenoaks Bl - Sylmar	092	3,364	092	3,483	103.5%	148	158.7	107.2%	22.7	21.9	97%
Central Av	053	6,854	053	6,990	102.0%	181.2	208.4	115.0%	37.8	33.5	89%
Hoover St	603	5,303	603	5,921	101.4%	146.8	203.1	116.1%	33.4	29.2	87%
Silver Lake	201	536				28.2	0				
3rd St.	016	13,695	016	13,522	101.1%	315.3	294.5	105.4%	43.4	41.6	96%
Robertson Bl - Beverwil Dr			617	319		0	37.9				
Santa Monica Bl Local	004	11,283	004	17,725	100.3%	357.7	464.9	85.7%	32.6	38.1	117%
Santa Monica Bl Rapid	704	6,391				185	0				
Western Av Local	207	17,894	207	17,937	100.2%	246	300.6	122.2%	72.7	59.7	82%
Imperial Hwy	120	1,665	120	1,637	98.3%	87.9	87.6	99.7%	18.9	18.7	99%
Vernon Av, La Cienega Bl	105	9,850	105	9,673	98.2%	223.6	223.6	100.0%	44.1	43.3	98%
Whitter Bl W. 6th St.	018	11,104	018	14,961	97.3%	251.4	344.5	106.4%	38.5	35.2	91%
Wilshire Bl Local	020	6,603	020	6,008		219.1	239.3				
Wilshire Bl Rapid	720	17,506	720	13,283		443.1	388.3				
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	2,896	232	2,812	97.1%	137.9	134.6	97.6%	21.0	20.9	99%
Compton Av	055	4,055	055	3,932	97.0%	131.6	117.5	89.3%	30.8	33.5	109%
Slauson Av	108	8,136	108	7,835	96.3%	209.1	226.6	108.4%	38.9	34.6	89%
Soto St	251	7,116	251	7,511	96.1%	192.5	234.6	105.6%	35.2	32.0	91%
Soto St - Griffin Av	252	701				29.7	0				
Century Bl	117	5,138	117	4,934	96.0%	147	125	85.0%	35.0	39.5	113%

Line Description	Line (2019)	Avg Saturday Boardings Q1-2019	Line (2024)	Avg Saturday Boardings Q1-2024	Saturday Ridership Recovery 2024 versus 2019	Saturday RSH 2019	Saturday RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	4,966	078	3,946	95.8%	188.3	139.6	101.6%	26.4	24.9	94%
Rose Hill - Arcadia via Huntington Dr			179	813		0	51.8				
Hawthorne BI, Rancho Palos Verdes	344	932	344	887	95.2%	55.9	44.6	79.8%	16.7	19.9	119%
Gage Av	110	4,058	110	3,843	94.7%	133.7	111.3	83.2%	30.4	34.5	114%
MLK - Hawthorne BI	040	8,863	040	9,824	94.2%	249.3	349	107.8%	32.2	28.1	87%
Hawthorne BI Rapid	740	1,561				74.5	0				
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	7,177	260	5,929	92.8%	200.5	176.1	106.0%	35.8	31.3	87%
Pasadena - Altadena via Fair Oaks Av			660	729		0	36.5				
Ventura BI	150	7,656	150	1,679	92.5%	237.9	90.9	119.9%	30.9	23.8	77%
Topanga Canyon BI (245); Reseda/Ventura (240)	245	770	240	6,579		42.5	241.2				
Reseda BI - Ventura BI - Van Nuys BI Rapid (744)/De Soto Av (244)	744	1,309	244	743		34.7	45.6				
Crenshaw BI Local	210	6,836	210	9,369	91.3%	195.4	315.9	102.0%	33.1	29.7	89%
Crenshaw BI Rapid	710	3,431		0		114.4	0				
Florence Av	111	9,932	111	9,029	90.9%	225.3	227.8	101.1%	44.1	39.6	90%
Victory BI	164	3,232	164	2,930	90.7%	107	108.4	101.3%	30.2	27.0	89%
Hollywood - Pasadena	180	9,208	180	6,841	90.7%	263.3	253.7	102.4%	33.1	29.3	89%
Hollywood BI Fairfax BI	217	4,752	217	5,819		158.9	178.6				
Manchester Av - Firestone BI	115	7,984	115	7,237	90.6%	190.9	185.5	97.2%	41.8	39.0	93%
Figueroa St	081	7,807	081	6,889	90.3%	209.2	202.9	139.5%	44.4	28.7	65%
Downtown LA - Eagle Rock via York BI	083	1,472	182	1,493		0	88.9				
Venice BI Local	033	6,825	033	11,689	90.1%	207.4	351.2	87.8%	32.4	33.3	103%
Venice BI Rapid	733	6,154				192.7	0				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,480	205	1,170	89.9%	83.9	87	100.5%	18.4	16.4	89%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,650	246	2,066		79.4	109.9				
San Pedro - Harbor Gateway Transit Center	550	470				32.7	0				
La Brea Av	212	6,827	212	6,122	89.7%	188.8	188.2	99.7%	36.2	32.5	90%
Montebello - Downtown LA via Cesar Chavez Av	068	3,302	070	9,880	89.3%	98.6	291.9	95.9%	32.3	30.0	93%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	6,427				174.3	0				

Line Description	Line (2019)	Avg Saturday Boardings Q1-2019	Line (2024)	Avg Saturday Boardings Q1-2024	Saturday Ridership Recovery 2024 versus 2019	Saturday RSH 2019	Saturday RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Downtown LA - City Terrace - CSULA	071	468				29.1	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,885		0	99.8				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	2,971				106.3	0				
Normandie Av	206	6,454	206	5,706	88.4%	129.7	137.8	106.2%	49.8	41.4	83%
Canoga Station - Thousand Oaks	161	590	161	521	88.3%	39.6	40.8	103.0%	14.9	12.8	86%
Beverly BI - W. Adams BI	014/037	7,619	014/037	6,647	87.2%	213.4	209.4	98.1%	35.7	31.7	89%
Coldwater Canyon Av - Devonshire St	167	1,063	167	924	86.9%	69.2	68.8	99.4%	15.4	13.4	87%
Sunset BI (became Sunset BI - Alvarado St)	002	7,022	002	13,067	86.4%	239.4	379.6	97.5%	38.9	34.4	89%
Alvarado St	200	8,107				149.8	0				
Downtown LA - Norwalk - Disneyland	460	3,243	460	2,789	86.0%	177.3	151	85.2%	18.3	18.5	101%
Laurel Canyon BI	230	1,774	230	1,468	82.8%	61.9	62.3	100.6%	28.7	23.6	82%
Santa Monica - Malibu via Pacific Coast Hwy	534	980	134	791	80.7%	59.9	51.1	85.3%	16.4	15.5	95%
Plummer St, Woodman Av	158	971	158	777	80.0%	42.6	43.2	101.4%	22.8	18.0	79%
Downtown LA - Artesia via Long Beach BI	060	9,644	060	9,151	79.6%	269.9	318.6	91.8%	33.1	28.7	87%
Long Beach BI Rapid	760	1,850				77	0				
Avalon BI, W. 7th St.	051	17,532	051	13,610	77.6%	351.1	348.1	99.1%	49.9	39.1	78%
Telegraph Rd	062	2,339	062	1,801	77.0%	107.2	87.5	81.6%	21.8	20.6	94%
Olympic BI Local	028	8,199	028	6,268	76.4%	260.9	209.3	80.2%	31.4	29.9	95%
Studio City - Beverly Hills	218	501	218	377	75.2%	34.7	32.4	93.4%	14.4	11.6	81%
La Tijera BI, Exposition BI	102	1,504	102	1,119	74.4%	79.3	66.8	84.2%	19.0	16.8	88%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	11,733	901	8,435	71.9%	220.5	232.9	105.6%	53.2	36.2	68%
Pico BI	030	9,182	030	6,593	71.8%	238.2	175.1	73.5%	38.5	37.7	98%
Broadway Local	045	10,721	045	8,860	71.6%	272.4	259.3	92.0%	36.5	28.4	78%
Broadway Rapid	745	2,933				101.2	0				
Compton BI, Somerset BI			127	911		0	84.3				
Valley BI	076	5,611	076	3,960	70.6%	166.9	152.7	91.5%	33.6	25.9	77%
Paramount BI	265	734	265	507	69.1%	37.6	37.5	99.7%	19.5	13.5	69%
Washington BI/W. Jefferson BI	035/038	4,093	035/038	2,787	68.1%	142.7	104.5	73.2%	28.7	26.7	93%
Vermont Av Rapid	754	12,593	754	8,291	65.8%	163.9	144.3	88.0%	76.8	57.5	75%

Line Description	Line (2019)	Avg Saturday Boardings Q1-2019	Line (2024)	Avg Saturday Boardings Q1-2024	Saturday Ridership Recovery 2024 versus 2019	Saturday RSH 2019	Saturday RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Melrose Av/Main St/San Pedro St	010/048	5,783	010/048	3,742	64.7%	187.6	144.2	76.9%	30.8	26.0	84%
Riverside Dr	096	629	096	365	58.0%	44.9	31.6	70.4%	14.0	11.6	82%
Warner Center Shuttle	601	688	601	253	36.8%	70.7	37.1	52.5%	9.7	6.8	70%
Alondra BI			128	554	New Saturday service	0	43.7	N/A	N/A	12.7	N/A
Artesia BI	130	1,084			Transferred to Municipal Agencies	57.3	0	N/A	18.9	N/A	N/A
Saticoy St			169	982	New Saturday service	0	66.2	N/A	N/A	14.8	N/A
Boyle Av	254	337			Discontinued	28.5	0	N/A	11.8	N/A	N/A
South Gate Shuttle	612	773			Replaced with Micro	51.8	0	N/A	14.9	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2023

Line Description	Line (2019)	Avg Sunday Boardings Q1-2019	Line (2024)	Avg Sunday Boardings Q1-2024	Sunday Ridership Recovery 2024 versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2023 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
CSULA - City Terrace Shuttle	665	154	665	250	162.4%	11.7	30.3	259.0%	13.2	8.3	63%
North Hollywood - Pasadena Express	501	401	501	626	156.1%	31.4	60.2	191.7%	12.8	10.4	81%
Westwood - Pacific Palisades	602	356	602	483	135.7%	37.3	50	134.0%	9.5	9.7	101%
LAC USC Medical Center Shuttle	605	689	605	919	133.4%	27	49.6	183.7%	25.5	18.5	73%
Nordhoff St	166	1,732	166	2,279	131.6%	55.9	79.9	142.9%	31.0	28.5	92%
Sherman Way	163	3,550	162	4,539	127.9%	89.4	134.9	150.9%	39.7	33.6	85%
Vanowen St	165	2,493	165	3,189	127.9%	77	111.8	145.2%	32.4	28.5	88%
Rosemead BI	266	2,365	266	2,974	125.8%	76	126.5	166.4%	31.1	23.5	76%
Rosecrans Av	125	1,700	125	2,139	125.8%	71.2	106.9	150.1%	23.9	20.0	84%
E. Olympic BI/W. 8th St.	066	5,240	066	6,527	124.6%	124.1	180.5	145.4%	42.2	36.2	86%
Van Nuys BI Local	233	6,277	233	7,700	123.3%	139.2	220.2	157.4%	35.0	27.4	78%
Sepulveda BI	234	4,393	234	4,206		168.5	179.1				
Sepulveda BI - Westside Rapid	744	1,313	761	2,869		34.6	139.6				
Balboa BI	236	410	236	502	122.4%	25.8	45.5	176.4%	15.9	11.0	69%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	5,127	910/950	6,212	121.2%	201.6	202.5	100.4%	25.4	30.7	121%
Central Av	053	4,799	053	5,743	119.7%	125.7	210	167.1%	38.2	27.3	72%
Canoga Station - Thousand Oaks	161	347	161	409	117.9%	27.4	40.8	148.9%	12.7	10.0	79%
Roscoe BI	152	4,214	152	4,912	116.6%	102.8	170.4	165.8%	41.0	28.8	70%
Downtown LA - Foothill BI	090	2,258	090	2,950	115.4%	87	144.9	162.1%	23.2	16.5	71%
Hollywood Way	222	699	222	509		52.9	56.7				
Lankershim BI	224	3,171	224	3,227		92.3	156.6				
Whiteoak Av, Woodley Av	237	661	237	760		60.3	68.7				
Foothill BI			690	390		0	47.1				
Slauson Av	108	5,585	108	6,234	111.6%	150.2	219	145.8%	37.2	28.5	77%
Downtown LA - San Fernando Rd - North Hollywood	094	3,918	094	3,838	111.5%	160.3	165.4	158.8%	23.3	16.4	70%
Burbank BI Oxnard St			154	286		0	35.9				
Riverside Dr	155	497	155	614		28.7	61.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	601				26.3	0				

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sunday Boardings Q1-2019	Line (2024)	Avg Sunday Boardings Q1-2024	Sunday Ridership Recovery 2024 versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2023 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Burbank - Sylmar San Fernando Rd			294	853		0	78.7				
Vermont Av Local	204	13,047	204	14,282	109.5%	196.5	257.9	131.2%	66.4	55.4	83%
3rd St.	016	10,755	016	11,433	108.9%	242.8	294.5	136.9%	44.3	35.2	80%
Robertson BI - Beverwil Dr			617	279		0	37.9				
Gage Av	110	2,753	110	2,979	108.2%	98.9	111.3	112.5%	27.8	26.8	96%
Whitter BI W. 6th St.	018	8,000	018	12,629	105.6%	203.8	345	133.9%	37.4	29.5	79%
Wilshire BI Local	020	5,219	020	5,093		183.4	238.9				
Wilshire BI Rapid	720	13,939	720	10,968		339.1	388.3				
Downtown LA - Glenoaks BI - Sylmar	092	2,722	092	2,875	105.6%	123.2	158.7	128.8%	22.1	18.1	82%
Pasadena - Highland Park - Eastern Av	256	557	256	365	105.2%	53.8	46.9	106.8%	12.4	12.2	98%
Fremont Av - Eastern Av - Garfield Av			258	761		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	962	267	409		67.1	27.3				
El Monte - Pasadena via Baldwin Av	268	747	268	347		54.5	29.3				
Arcadia - Santa Anita Av - El Monte			287	208		0	16.8				
Downtown LA - San Gabriel BI	487	854	487	413		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,156		0	75.3				
Los Robles Av (687); Allen Av (686)	687	489	686	137		45.1	15.6				
Compton Av	055	3,118	055	3,261		104.6%	104				
Vernon Av, La Cienega BI	105	7,843	105	8,197	104.5%	167	220	131.7%	47.0	37.3	79%
Santa Monica BI Local	004	9,310	004	15,784	104.0%	282.2	464.9	107.0%	34.9	34.0	97%
Santa Monica BI Rapid	704	5,874				152.3	0				
Santa Monica - Malibu via Pacific Coast Hwy	534	672	134	693	103.1%	44.4	51.1	115.1%	15.1	13.6	90%
Huntington Park Shuttle	611	764	611	788	103.1%	49.8	50.2	100.8%	15.3	15.7	102%
Western Av Local	207	14,819	207	15,243	102.9%	206.2	300.6	145.8%	71.9	50.7	71%
Imperial Hwy	120	1,437	120	1,475	102.6%	87.6	87.6	100.0%	16.4	16.8	103%
Crenshaw BI	210	7,894	210	7,981	101.1%	189.3	311.4	164.5%	41.7	25.6	61%
Ventura BI	150	5,970	150	1,490	100.3%	185.8	90.9	158.0%	32.4	20.6	64%
Topanga Canyon BI	245	287	244	550		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,313	240	5,556		34.7	233				
Soto St	251	5,327	251	5,944	99.0%	149.9	234.3	130.5%	33.5	25.4	76%
Soto St - Griffin Av	252	678				29.6	0				

Line Description	Line (2019)	Avg Sunday Boardings Q1-2019	Line (2024)	Avg Sunday Boardings Q1-2024	Sunday Ridership Recovery 2024 versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2023 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Century BI	117	4,187	117	4,141	98.9%	121.8	122.1	100.2%	34.4	33.9	99%
Victory BI	164	2,312	164	2,279	98.6%	87.7	108.1	123.3%	26.4	21.1	80%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	5,765	260	4,957	97.8%	166.9	176.1	127.4%	34.5	26.5	77%
Pasadena - Altadena via Fair Oaks Av			660	679		0	36.5				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,259	205	1,031		70.9	87				
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,325	246	1,880	97.2%	60.9	110	118.9%	18.1	14.8	82%
San Pedro - Harbor Gateway Transit Center	550	412				33.9	0				
La Brea Av	212	5,282	212	5,115	96.8%	136.9	187.6	137.0%	38.6	27.3	71%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	4,192	078	3,363	96.4%	166.7	139.6	114.8%	25.1	21.1	84%
Rose Hill - Arcadia via Huntington Dr			179	680		0	51.8				
Downtown LA - Norwalk - Disneyland	460	2,575	460	2,473	96.0%	155.5	151.3	97.3%	16.6	16.3	99%
Montebello - Downtown LA via Cesar Chavez Av	068	3,742			95.7%	102.2	0	125.1%	35.1	26.8	77%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	070	6,824	070	8,929		181.3	291.9				
Downtown LA - City Terrace - CSULA	071	415				29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,583		0	99.8				
Hollywood - Pasadena	180	7,773	180	5,912	95.2%	238.4	253.7	117.6%	31.4	25.4	81%
Hollywood BI Fairfax BI	217	3,760	217	5,065		129.3	178.6				
Hawthorne BI, Rancho Palos Verdes	344	671	344	636	94.7%	39.7	44.5	112.1%	16.9	14.3	84%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,640	232	2,488	94.2%	119.8	134.6	112.4%	22.0	18.5	84%
Hoover St	603	4,448	603	4,615	94.1%	127.5	160.3	103.0%	31.5	28.8	91%
Silver Lake	201	455				28.1	0				
MLK - Hawthorne BI	040	8,348	040	7,749	92.8%	245.7	297.8	121.2%	34.0	26.0	77%
Sunset BI (became Sunset BI - Alvarado St)	002	5,750	002	11,352	92.5%	185.3	379.6	123.2%	39.8	29.9	75%
Alvarado St	200	6,516				122.7	0				
Manchester Av - Firestone BI	115	6,253	115	5,760	92.1%	165.3	168.1	101.7%	37.8	34.3	91%
Figueroa St	081	6,009	081	5,666	92.0%	161.4	203.1	123.2%	31.5	23.5	75%
Downtown LA - Eagle Rock via York BI	083	1,450				75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,193		0	88.9				
Venice BI Local	033	5,340	033	9,827	91.5%	170.1	349.5	98.8%	30.4	28.1	93%
Venice BI Rapid	733	5,404				183.8	0				

Line Description	Line (2019)	Avg Sunday Boardings Q1-2019	Line (2024)	Avg Sunday Boardings Q1-2024	Sunday Ridership Recovery 2024 versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2023 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Normandie Av	206	5,651	206	5,118	90.6%	115.8	134.2	115.9%	48.8	38.1	78%
Florence Av	111	8,570	111	7,662	89.4%	208.9	215.1	103.0%	41.0	35.6	87%
Beverly BI - W. Adams BI	014/037	6,261	014/037	5,569	88.9%	186	209.4	112.6%	33.7	26.6	79%
Broadway Local	045	8,229	045	8,076	88.3%	200.5	259.3	132.5%	38.7	25.8	67%
Compton BI, Somerset BI			127	778		0	84.3				
Broadway Rapid	745	1,803				58.8	0				
Coldwater Canyon Av - Devonshire St	167	958	167	841	87.8%	69.1	68.8	99.6%	13.9	12.2	88%
Plummer St, Woodman Av	158	733	158	637	86.9%	40.5	43	106.2%	18.1	14.8	82%
Laurel Canyon BI	230	1,436	230	1,240	86.4%	56.8	56.4	99.3%	25.3	22.0	87%
Downtown LA - Artesia via Long Beach BI	060	8,569	060	7,314	85.4%	224.7	304.6	135.6%	38.1	24.0	63%
Paramount BI	265	584	265	485	83.0%	37.5	37.5	100.0%	15.6	12.9	83%
Avalon BI, W. 7th St.	051	12,854	051	10,385	80.8%	261.9	257.6	98.4%	49.1	40.3	82%
Olympic BI Local	028	6,737	028	5,365	79.6%	226	209.3	92.6%	29.8	25.6	86%
Pico BI	030	7,645	030	6,074	79.5%	203.1	175.1	86.2%	37.6	34.7	92%
Telegraph Rd	062	1,885	062	1,496	79.4%	89.4	86.5	96.8%	21.1	17.3	82%
Studio City - Beverly Hills	218	396	218	307	77.5%	25.1	32.4	129.1%	15.8	9.5	60%
Valley BI	076	4,679	076	3,585	76.6%	136	152.7	112.3%	34.4	23.5	68%
Vermont Av Rapid	754	8,337	754	6,364	76.3%	111.7	140.7	126.0%	74.6	45.2	61%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,634	901	7,220	74.9%	220.5	232.9	105.6%	43.7	31.0	71%
Washington BI/W. Jefferson BI	035/038	2,865	035/038	2,104	73.4%	105.7	103.1	97.5%	27.1	20.4	75%
Riverside Dr	096	513	096	366	71.3%	38.8	31.6	81.4%	13.2	11.6	88%
Melrose Av/Main St/San Pedro St	010/048	4,409	010/048	3,127	70.9%	146.3	144.2	98.6%	30.1	21.7	72%
La Tijera BI, Exposition BI	102	1,320	102	934	70.8%	78.1	66.8	85.5%	16.9	14.0	83%
Warner Center Shuttle	601	618	601	211	34.1%	70.7	37.1	52.5%	8.7	5.7	65%
Alondra BI			128	436	New Sunday Service	0	43.7	N/A	N/A	10.0	N/A
Tampa Av & Winnetka Av			242/243	726	New Sunday Service	0	55	N/A	N/A	13.2	N/A
Artesia BI	130	814			Transferred to Municipal Agencies	57.2	0	N/A	14.2	N/A	N/A
Saticoy St			169	715	New Sunday Service	0	61.9	N/A	N/A	11.6	N/A



Line Description	Line (2019)	Avg Sunday Boardings Q1-2019	Line (2024)	Avg Sunday Boardings Q1-2024	Sunday Ridership Recovery 2024 versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2023 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
South Gate Shuttle	612	755			Replaced with Micro	52.3	0	N/A	14.4	N/A	N/A



# NextGen Ridership Update Quarter 1, Calendar Year 2024

Operations, Safety, and  
Customer Experience Committee  
July 18, 2024



**Metro**<sup>®</sup>

# NextGen Bus Plan Ridership Update

This report provides an assessment of Metro bus system ridership for Q1 (January 1 – March 31) CY 2024. Ridership is analyzed by:

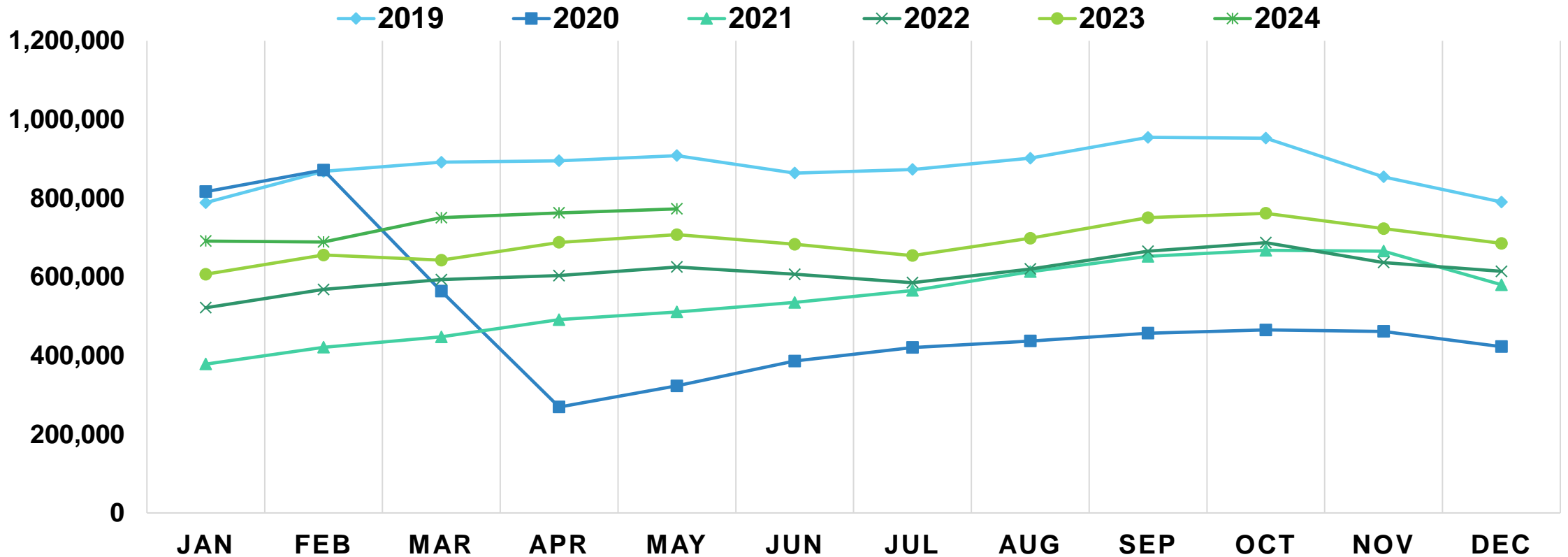
- Day type (Weekday, Saturday, Sunday)
- Service area
- Equity Focus Communities (EFCs)/non-EFCs
- Time period
- Line/line group, and
- Changes in average passenger trip length

The report compares the ridership from Q1 CY2019 (pre-pandemic) with Q1 CY2024 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 fall 2024 covering bus system ridership for Q2 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 2024, including Q1. Ridership recovery improved in Q1 to 83.7% of pre-COVID ridership (was 83.4% in last update covering Q4 CY2023). In May 2024, weekday ridership exceeded 770,000 for the first time post-COVID.

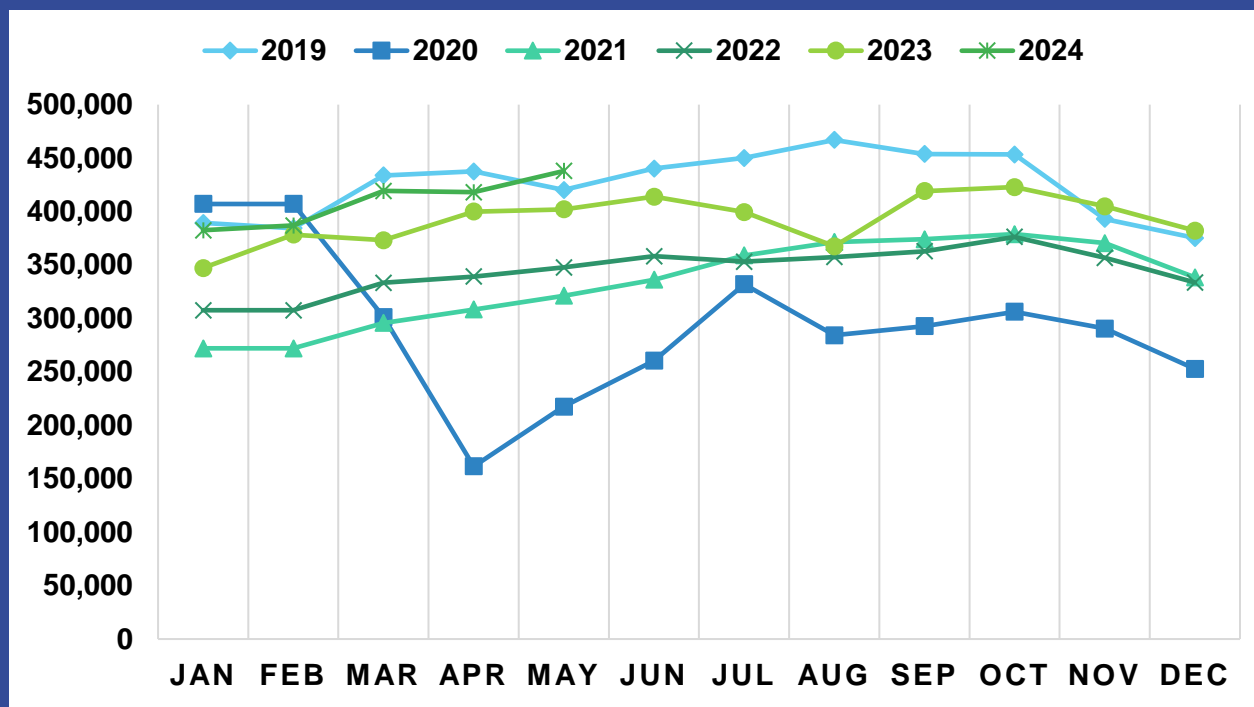
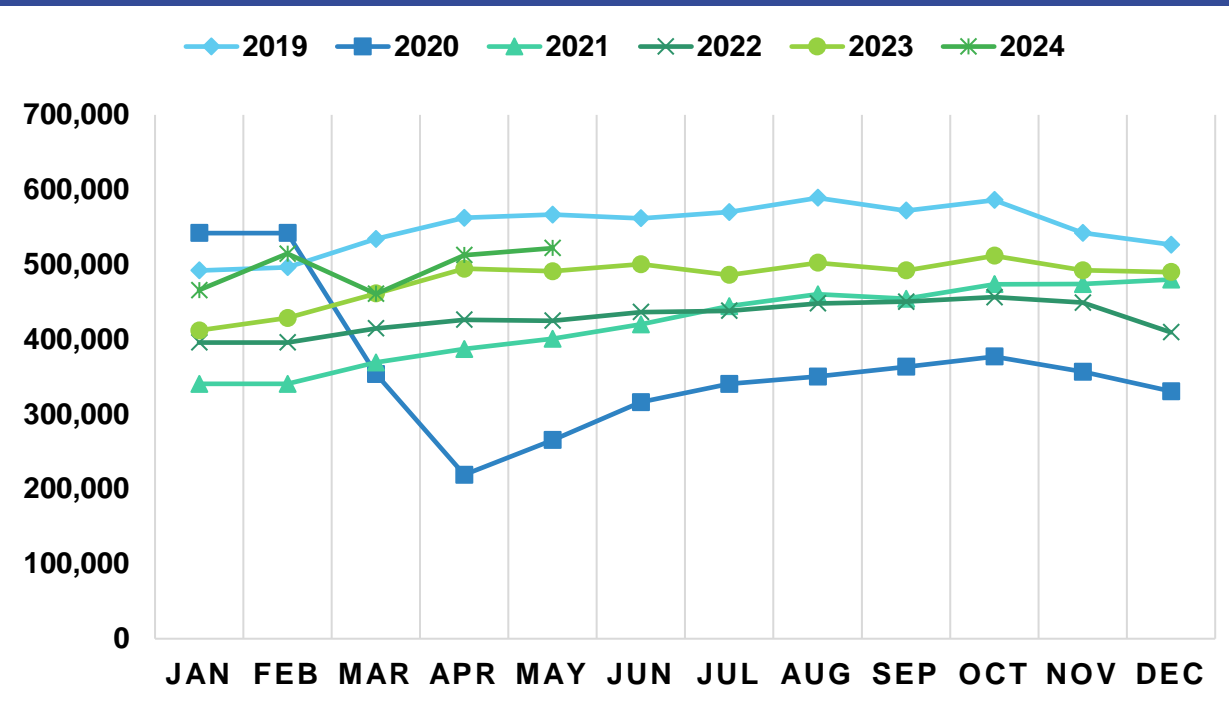


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# Weekend Ridership

## Average Saturday Ridership 2019 – 2024

## Average Sunday Ridership 2019 – 2024



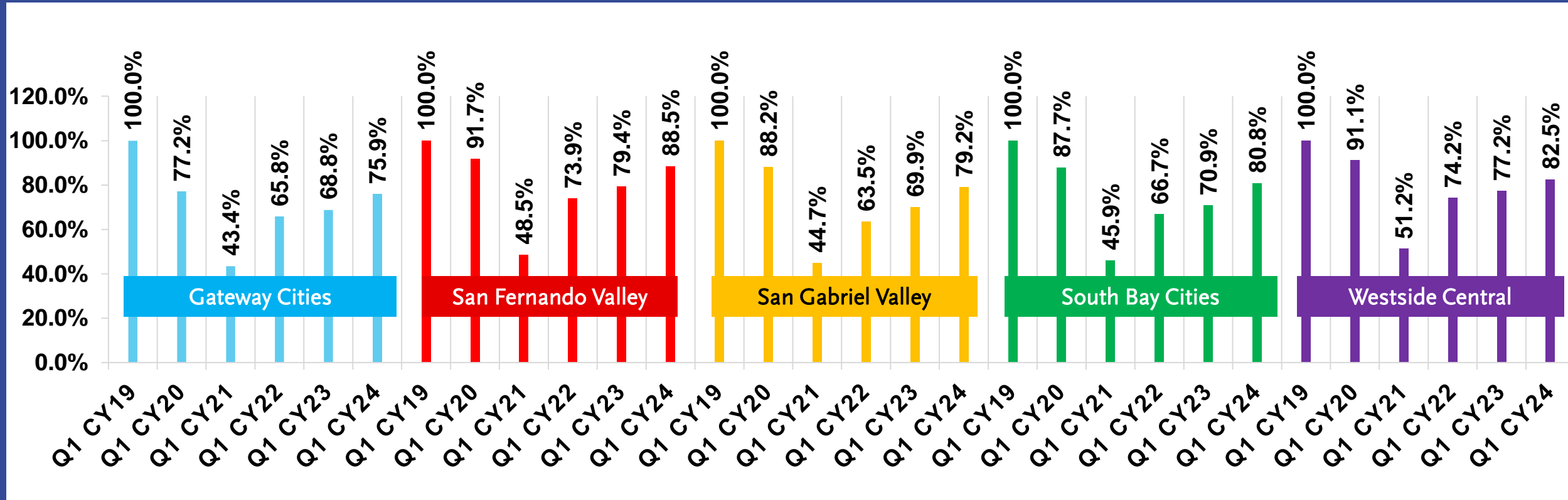
Q1 CY2024 average Saturday ridership recovery improved to 94.0% of 2019 pre-COVID level (was 90.3% in last report that reviewed Q4 CY023).

Q1 CY2024 average Sunday ridership recovery declined slightly to 98.3% of 2019 pre-COVID level (was 99.97 in Q4 CY2023).



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# Average Weekday Ridership Recovery by Service Area Q1 CY2019 – Q1 CY2024



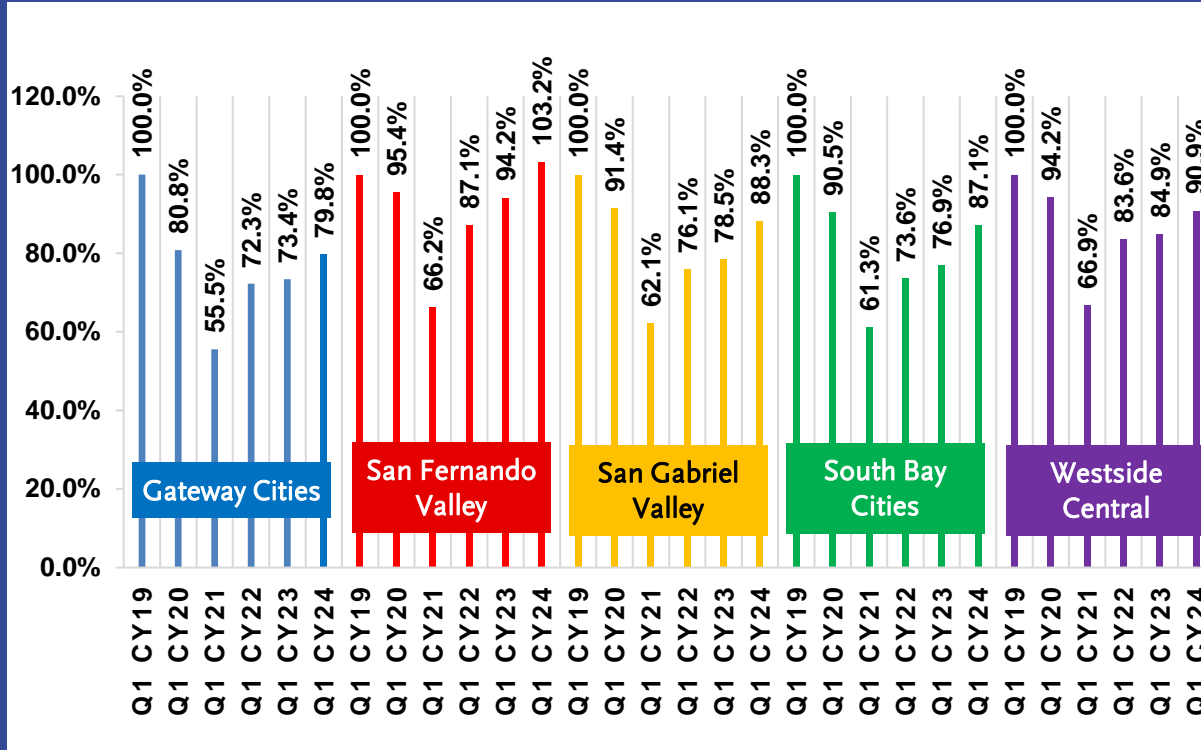
Weekday bus ridership has grown year over year in each of Metro’s regions when comparing Q1 CY2023 with Q1 CY2024. Recovery improved by around 5-10% in all five service areas between Q1 CY2023 and Q1 CY2024. Notably strongest recovery in the San Fernando Valley at 88.5%, the next best recovery being the Westside Central area at 82.5%.



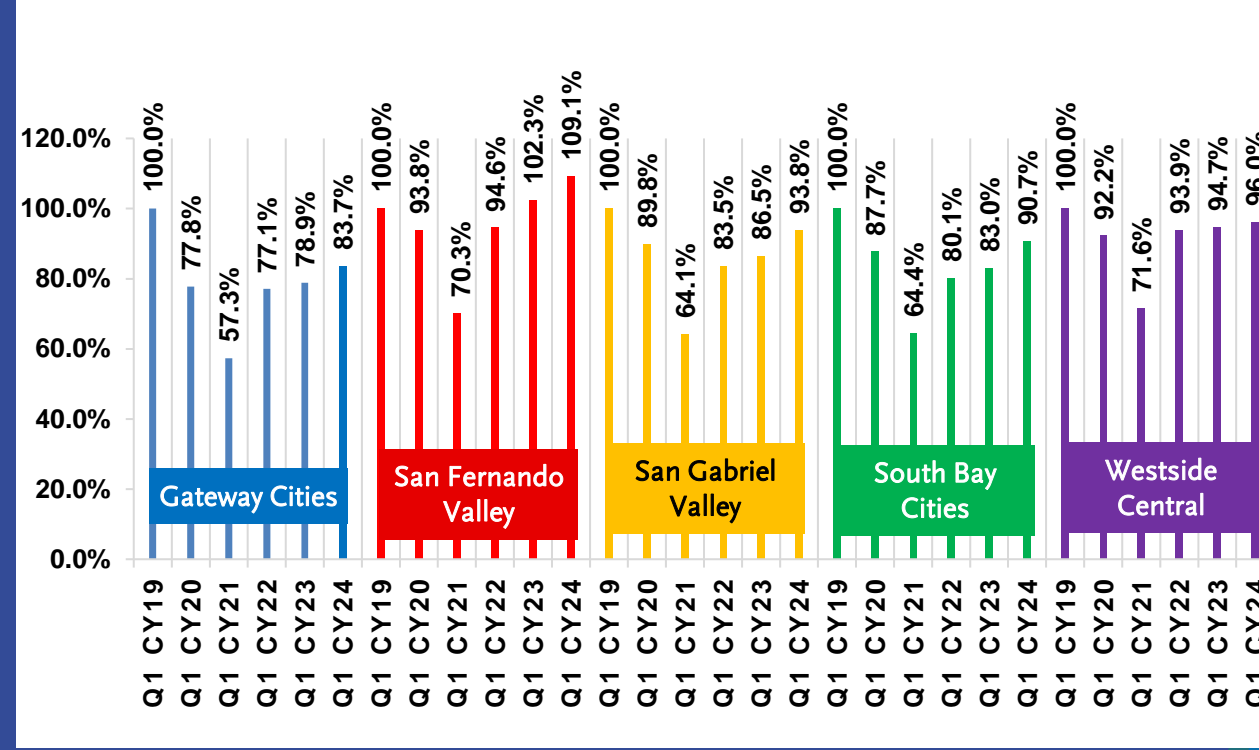
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# Saturday and Sunday Ridership

## Average Saturday Bus Ridership 2019–2024

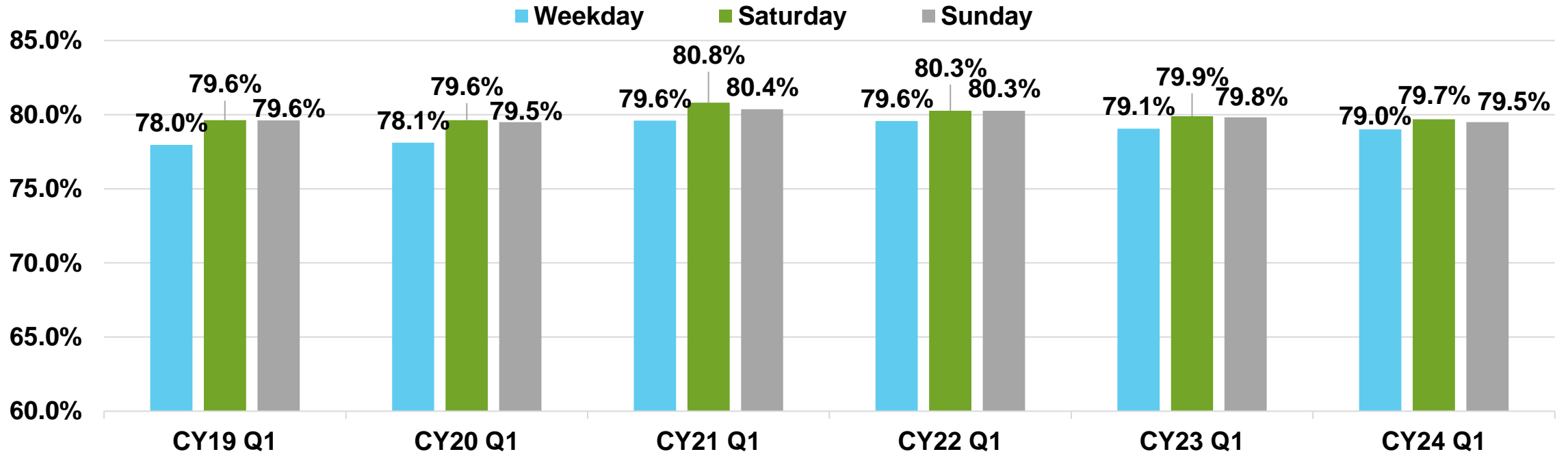


## Average Sunday Bus Ridership 2019-2024



Each area improved by 5-10% or more between Q1 CY2023 and Q1 CY2024 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 Westside Central next best recovery 90.9% Saturday/96.0% Sunday.

# Ridership Percentage in Equity Focus Communities Q1 CY2019 – Q1 CY2024

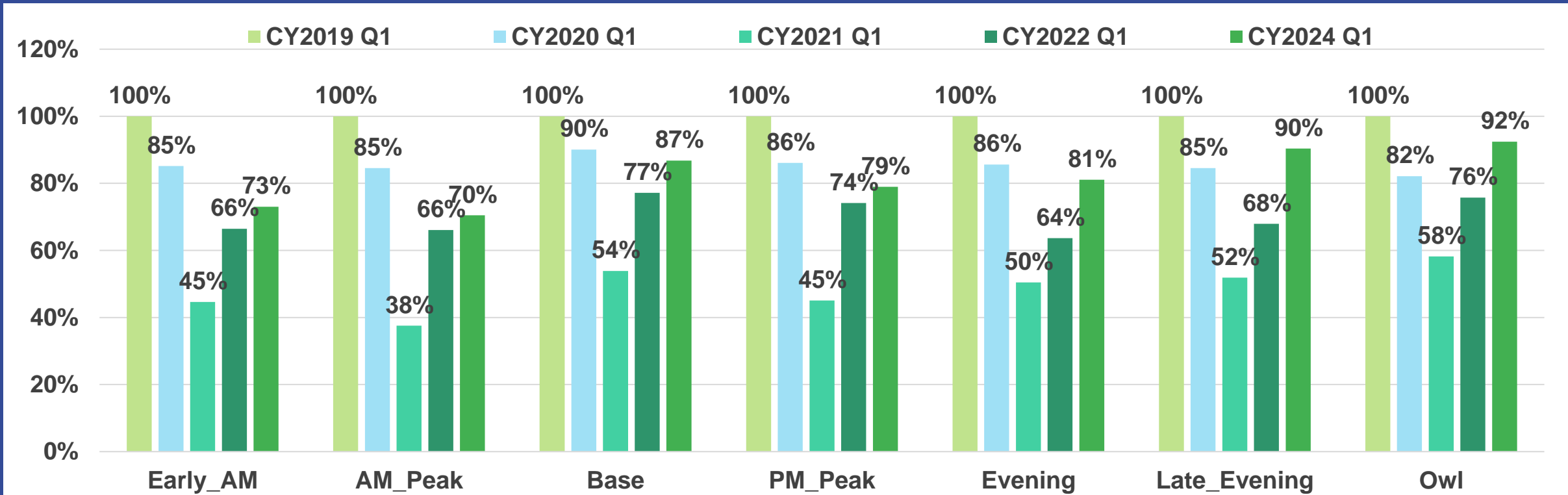


Equity-Focus Community share of bus ridership (boardings) grew most in CY21 Q1. The EFC share remains above pre-pandemic levels weekdays (about the same as pre-COVID weekends) suggesting the NextGen Bus Plan continues to be beneficial to these communities, where it peaked early in the COVID period when people travelled for essential jobs and services.





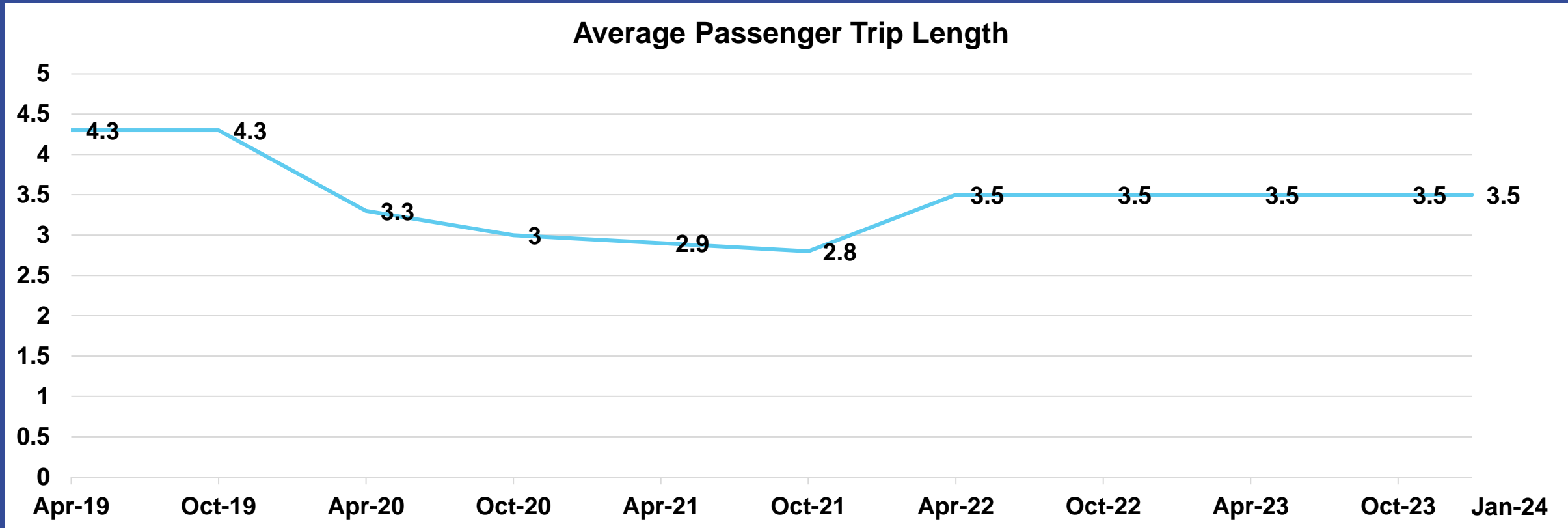
# Weekday Ridership by Time Period Q1 CY 2019 to Q1 CY2023



Midday ridership recovery (base) at 87% 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 at 70% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak at 79% has stronger recovery than AM peak. Late evening and owl ridership periods recovered most strongly at 90% and 92% as these periods typically serve transit-dependent shift workers.



# Average Weekday Bus Passenger Trip Length



Average passenger trips lengths (unlinked) declined from 4.3 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.



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# Average Line/Group Ridership Recovery

Average % Ridership Recovery Q1 CY2024 versus Q1 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	4	2
130.0 – 139.9%	0	0	3
120.0 – 129.9%	1	4	8
110.0 – 119.9%	2	6	6
100.0 – 109.9%	9	12	15
90.0 - 99.9%	23	21	19
80.0 - 89.9%	16	12	9
70.0 - 79.9%	14	10	11
60.0 - 69.9%	10	4	0
50.0 - 59.9%	4	1	0
40.0 - 49.0%	2	0	0
30.0 - 39.9%	1	1	1
Total Lines/Line Groups	82	75	74

- In Q1 2024, ridership recovered to above pre-pandemic levels on 12 weekday lines (up from 11 in Q4 CY23), 26 Saturday lines (up from 18), and 34 Sunday lines (down slightly from 37).
  - Weekday lines with ridership recovery above 83.7% average: 19-Tier 1, 12-Tier 2, 6-Tier 3, and 7-Tier 4
  - Saturday lines with ridership recovery above 94.0% average: 14-Tier 1, 11-Tier 2, 7-Tier 3, and 6-Tier 4
  - Sunday lines with ridership recovery above 98.3% average: 14-Tier 1, 11-Tier 2, 6-Tier 3, and 6-Tier 4
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency continue have recovered more slowly. Low frequency lines were the focus of the June 2024 service change.



# Speed & Reliability Update

## Bus Lane Progress:

- 49.7 lane-miles Completed
- 31.2 lane-miles Under Construction
- 12.5 lane-miles In Progress

## Under Construction:

- Roscoe Bl, **complete fall 2024**
- Florence Av, **complete end of 2024**

## In-Progress

- Vermont Av near-term, **complete as soon as early 2025**



# Conclusions

- Weekday and Saturday ridership recovery continued in Q1 CY2024 above levels seen in the Q4 CY 2023 review, while Sunday ridership remains highest at just below 100% recovered (though slightly lower than Q4 CY2023). The NextGen Bus Plan appears to be supporting ridership growth with post-COVID records set in May 2024 for weekday, Saturday, and Sunday.
- EFC shares of ridership remain larger than pre-pandemic weekdays, with midday ridership recovery leading the daytime ridership recovery, and average trip length remained shorter. These results are all consistent with the NextGen Bus Plan focus on growing off-peak and shorter-distance ridership.
- NextGen bus priority lanes continue to be expanded in support of the highest-frequency 10 minute or better Tier 1 network.
- Additional frequency improvements as planned in the NextGen Bus Plan for low frequency lines were a focus of the June 2024 service change, to improve the ridership recovery lagging on these lines. Further such improvement will be explored for the December 2024 service change.
- Frequency improvements for 10-minute weekday peak service for the North San Fernando Valley Transit Corridor Improvements Project Roscoe Bl and Nordhoff St corridors together with new peak period bus lanes on Roscoe Bl will also support ridership growth on these two key corridors.



**Questions?  
Thank You**